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COMMISSION STAFF WORKING DOCUMENT

**The Consumer Conditions Scoreboard
Consumers at home in the single market**

Ninth edition - July 2013

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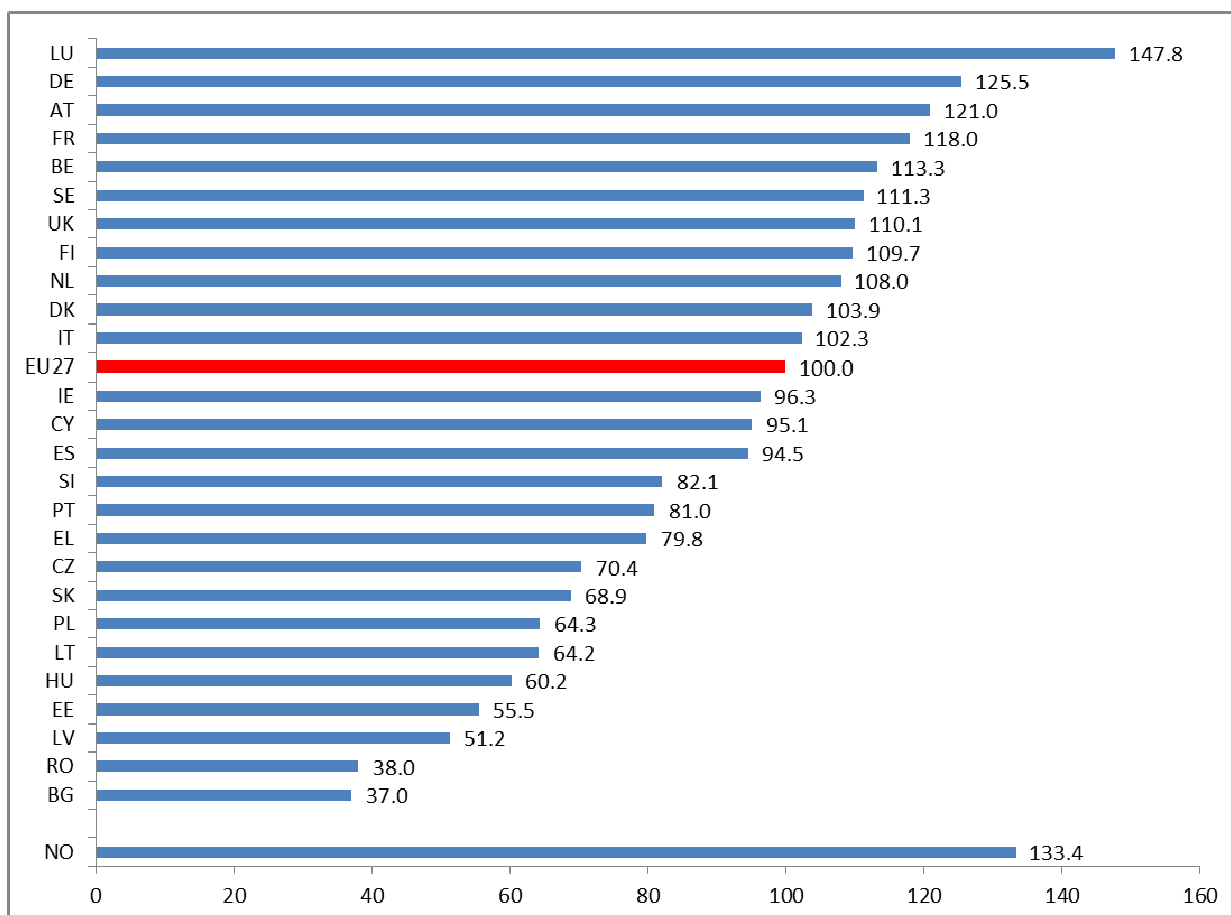
4. SOCIAL ISSUES RELATED TO CONSUMPTION

4.1. CONSUMER AFFORDABILITY

One of the key elements to be monitored in the Scoreboard is people's capacity to afford the goods and services they need and want to purchase. Affordability can be measured through the gross adjusted disposable income that is available to consumers for spending or saving, adjusted for free public services (such as health and education). This adjustment facilitates country comparison by eliminating any bias due to differences in national policies determining whether public services are paid for by taxation or private consumption.

As with the previous three Scoreboards, the ability of consumers to afford the same goods and services continues to vary very significantly across the EU. There are sizeable differences in the level of the gross adjusted disposable income of households per capita, measured in Purchasing Power Standards (PPS), which takes account of differences due to different price levels between countries. The index (EU27=100) ranges from 37 in Bulgaria to 148 in Luxembourg.

Figure 56: Gross adjusted disposable income of households per capita by Member State (Purchasing Power Standards, 2011) – EU27=100 (2011)

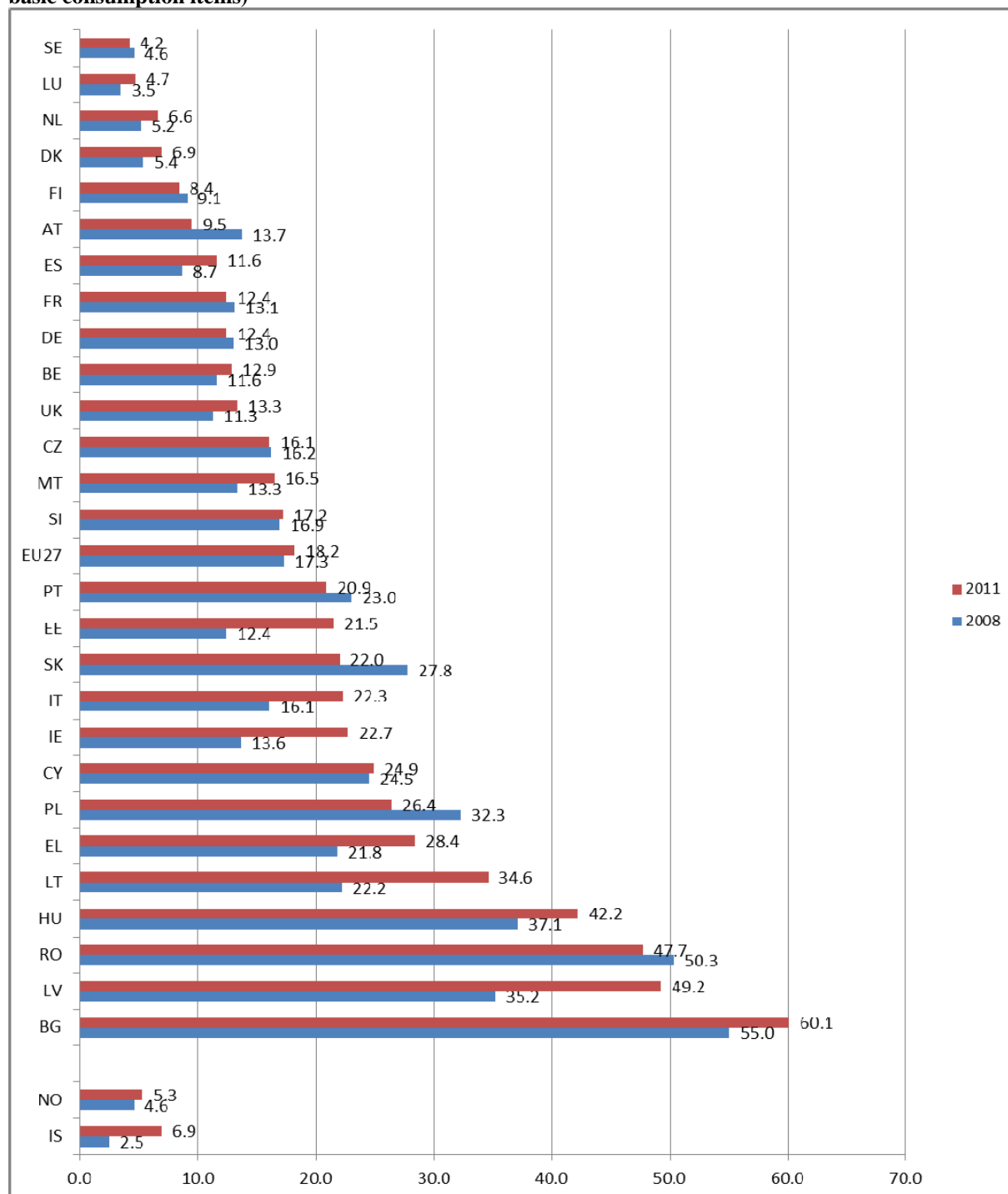


Source: Eurostat. BG(2010)

Additional insight into the social conditions in each Member State comes from the material deprivation rate. This indicator monitors the proportion of the most economically vulnerable consumers in individual Member States and in the EU as a whole. It reflects the percentage of

the population who cannot afford at least three of the nine following items: unexpected expenses; a one-week annual holiday away from home; mortgage or utility bills; a meal with meat, chicken or fish every second day; keeping their home warm enough; a washing machine; a colour TV; a telephone; or a personal car. The material deprivation rate went up from 17.3 % to 18.3 % between 2008 and 2011. This means that almost one out of five consumers in the EU cannot afford some basic consumption items. The indicator shows a high degree of variation across the EU, ranging from 4.2 % in Sweden to 64 % in Bulgaria. In addition, countries with the largest numbers of materially deprived consumers, in general, have also seen the greatest deterioration in the period 2008-2011.

Figure 57: Material Deprivation Rate, 2008 and 2011 (% of population who cannot afford at least 3 out of 9 basic consumption items)

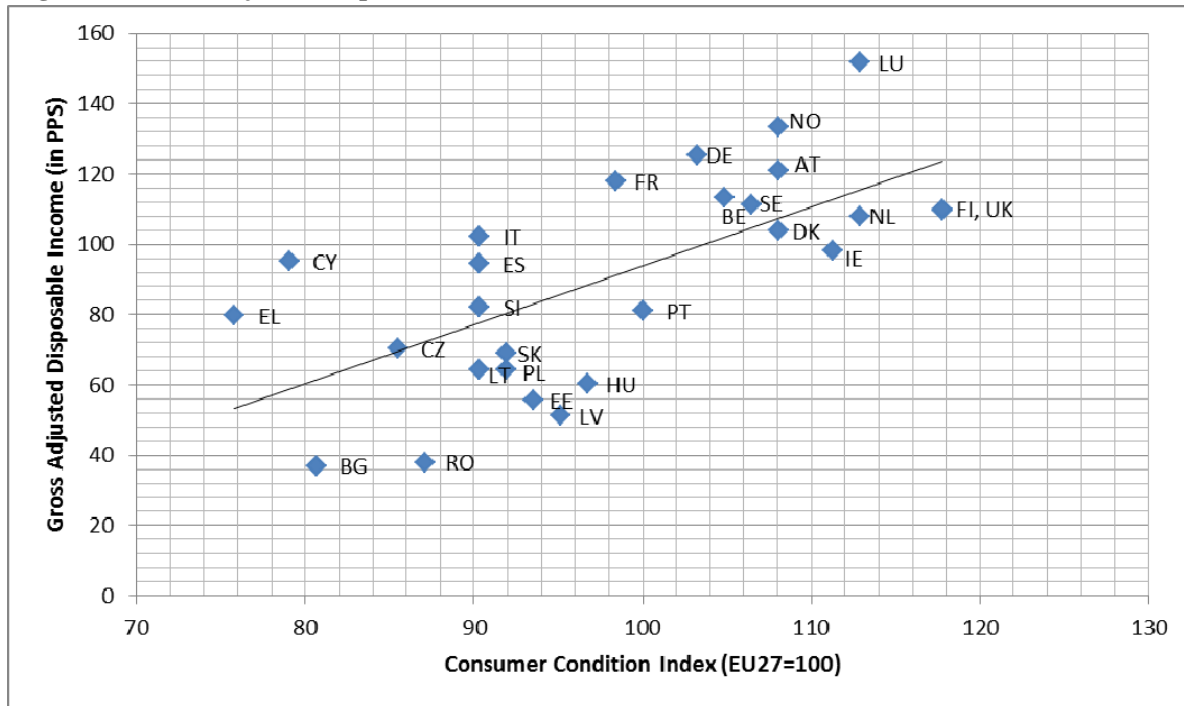


Source: Eurostat

Consumer conditions may be influenced by economic factors

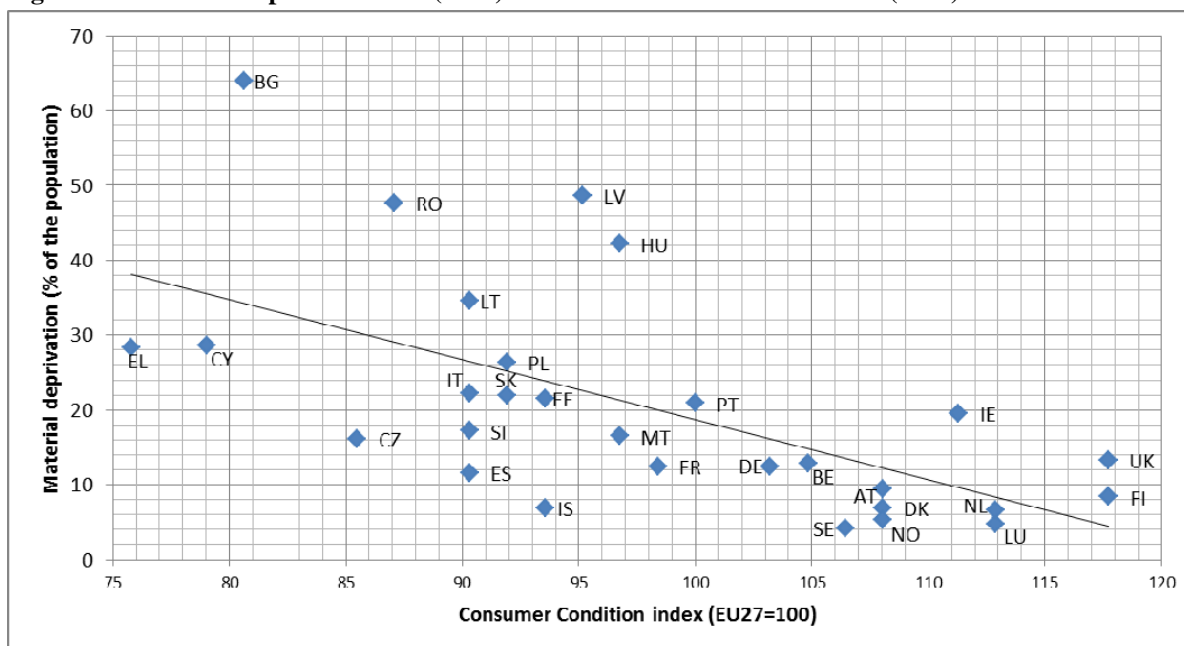
Both gross disposable income and material deprivation rate are correlated with the Consumer Conditions Index and signs are in line with what can be expected (+0.66 and -0.64, respectively) (Figures 58 and 59). This suggests that the consumer environment is somehow linked to the general economic conditions in the country and to the incidence of material deprivation among the population, even if a clear cause-effect relation cannot be easily established.

Figure 58: Gross Adjusted Disposable Income (in PPS) (2011) and Consumer Conditions Index (2012)



Source of raw data: Eurostat, Flash Eurobarometers 358 and 359

Figure 59: Material Deprivation rate (2011) and Consumer Conditions Index (2012)



Source of raw data: Eurostat, Flash Eurobarometers 358 and 359

4.2. SOCIO-DEMOGRAPHIC DIFFERENCES IN CONSUMER CONDITIONS

Additional insights on the groups of consumers who face poorer conditions come from the analysis of indicators from the consumer survey broken down by socio-demographic factors. The five socio-demographic variables screened in the survey are age, gender, education, occupation and internet usage.

Table 60: Consumer indicators broken down by socio-demographic variables

		% of consumers who find it easy to resolve disputes with sellers/providers through ADR	% of consumers who find it easy to resolve disputes with sellers/providers through courts	% of consumers who complained when they encountered problems	% of consumers who were satisfied with complaint handling	% of consumers who encountered problems	Average score of consumers' confidence in purchasing goods/services on the Internet from domestic and cross-border retailers (I)	Average score of inclination towards cross-border shopping (II)	Average score of consumer trust (III)	Average score of knowledge of consumers' rights (IV)	Average score of consumers' perception of product unsafety (V)	Average score of consumers' perceptions of misleading/deceptive and fraudulent advertisements (VI)
Age group	15-24	54.2 % ^a	46.8 % ^a	75.4 % ^a	67.4 % ^a	24.1 % ^a	62.3 % ^a	44.2 % ^a	71.1 % ^a	54.6 % ^a	21.0 % ^a	37.8 % ^a
	25-39	44.4 % ^b	38.5 % ^b	86.5 % ^b	64.3 % ^a	34.8 % ^b	62.8 % ^a	41.6 % ^b	63.6 % ^b	60.6 % ^b	25.3 % ^b	43.2 % ^b
	40-54	41.7 % ^c	34.7 % ^c	84.7 % ^b	67.3 % ^a	30.5 % ^c	49.9 % ^b	32.4 % ^c	61.0 % ^c	62.2 % ^c	26.0 % ^b	39.7 % ^c
	55+	40.7 % ^c	31.4 % ^d	81.8 % ^c	64.0 % ^a	16.2 % ^d	28.5 % ^c	22.4 % ^d	57.6 % ^d	61.0 % ^b	27.6 % ^c	33.6 % ^d
Gender	Male	43.9 % ^a	37.2 % ^a	82.7 % ^a	65.8 % ^a	28.0 % ^a	53.6 % ^a	38.6 % ^a	61.5 % ^a	61.4 % ^a	22.8 % ^a	42.6 % ^a
	Female	43.8 % ^a	35.2 % ^b	84.2 % ^a	65.3 % ^a	23.4 % ^b	41.4 % ^b	27.5 % ^b	62.3 % ^a	59.2 % ^b	28.4 % ^b	33.9 % ^b
Education	Low	44.2 % ^a	36.9 % ^a	79.6 % ^a	60.3 % ^a	16.2 % ^a	22.8 % ^a	15.6 % ^a	59.0 % ^a	58.6 % ^a	25.4 % ^{a, b}	26.7 % ^a
	Medium	45.7 % ^a	37.6 % ^a	81.4 % ^a	66.8 % ^b	24.7 % ^b	43.9 % ^b	27.0 % ^b	62.6 % ^b	59.4 % ^a	25.5 % ^a	36.3 % ^b
	High	39.6 % ^b	32.5 % ^b	87.3 % ^b	65.4 % ^{a, b}	29.6 % ^c	54.1 % ^c	39.6 % ^c	60.0 % ^a	62.6 % ^b	26.7 % ^b	43.5 % ^c
	Students	55.1 % ^c	46.7 % ^c	74.4 % ^c	66.3 % ^{a, b}	24.5 % ^b	63.6 % ^d	47.8 % ^d	72.3 % ^c	55.4 % ^c	21.5 % ^c	36.6 % ^b
Employment	Self-employed	40.8 % ^a	36.0 % ^{a, b}	85.8 % ^a	65.3 % ^{a, b}	33.8 % ^a	56.3 % ^a	42.0 % ^a	58.1 % ^a	61.8 % ^a	25.4 % ^{a, b}	50.3 % ^a

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	White collar	43.7% ^b	37.0% ^b	86.8% ^a	67.6% ^b	31.4% ^b	59.0% ^b	37.7% ^b	65.1% ^b	61.7% ^a	24.0% ^a	41.1% ^b
	Blue collar	46.2% ^c	38.8% ^b	77.9% ^b	66.0% ^{a, b}	26.0% ^c	47.0% ^c	31.0% ^c	61.3% ^c	59.8% ^b	27.0% ^b	35.6% ^c
	Not in employment	44.2% ^{b, c}	35.3% ^a	79.6% ^b	62.6% ^a	19.6% ^d	37.2% ^d	27.9% ^d	60.5% ^c	58.9% ^b	26.7% ^b	33.9% ^c
Internet Connection at home	Yes	44.3% ^a	36.6% ^a	84.7% ^a	66.2% ^a	28.3% ^a	54.2% ^a	36.5% ^a	62.9% ^a	60.9% ^a	25.0% ^a	40.6% ^a
	No	41.5% ^b	34.5% ^b	71.8% ^b	59.2% ^b	14.1% ^b	17.7% ^b	16.9% ^b	57.6% ^b	57.7% ^b	28.5% ^b	27.2% ^b
Population average		43.8%	36.2%	83.4%	65.6%	25.6%	47.3%	32.8%	61.9%	60.3%	25.7%	38.1%

Source of raw data: Flash Eurobarometer 358

(I) As defined in Section 2.2.4.

(II) As defined in Section 2.1

(III) As defined in Section 3.2.1

(IV) As defined in Section 3.3

(V) As defined in Section 3.2.1.2

(VI) As defined in Section 3.2.1.1.

For each indicator, the differences between pairs of values are statistically significant (at 5 % probability level) if they are marked with different subscript letters and not statistically significant if they are marked with the same letter. For example, the percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR is not significantly different between those aged 40-54 and those aged 55+ (both are marked 'c'), whereas it is significantly different between those aged 15-24 (marked 'a') and those aged 25-39 (marked 'b').

Among the different age groups, older consumers (55+) appear to experience the poorest consumer conditions, with scores worse than the average for the whole population on 8 out of 11 indicators. In particular, older consumers tend to be considerably less confident in making cross-border and online purchases (possibly also because of poorer internet skills). At the same time, they are the least likely to report problems and illicit business practices (which may in part reflect the fact that they are less likely to be in employment and thus may have less spending power) and have the second highest level of knowledge of consumer rights. The youngest age group (15-24 year olds) shows above-average scores on all indicators with the exception of those relating to consumer empowerment and information (complaining when problems arise and knowledge of consumer rights). Consumers aged 25-39 score better than average on all indicators with the exception of those which can be linked to the level of purchasing activity, namely the likelihood of having encountered problems and having come across misleading/deceptive or fraudulent advertisements. The 40-54 age group shows the results that are closest to the average, except for their level of consumer knowledge, which is highest among all age groups.

Gender seems to make a difference only for some indicators. In particular, men are more positive than women towards e-commerce, cross-border shopping and product safety. At the same time, they are more likely to have encountered problems and to have come across misleading/deceptive or fraudulent advertisements (which may be linked to their greater spending power).

Respondents with higher education score the highest on indicators linked to consumer empowerment and information (complaining about problems and knowledge of consumer rights) and second highest (after students) on attitudes towards e-commerce and cross-border shopping. At the same time, they are the most critical about both judicial and out-of-court redress mechanisms and product safety, and the most likely to have encountered problems and illicit business practices (which they are perhaps better able to detect than other consumer groups). Almost the opposite is true for respondents with a lower level of education, who are the second least likely (after students) to know their consumer rights and to complain if problems arise, and declare the lowest level of satisfaction with how their complaints have been handled. They are also the least positive towards both online and cross-border purchases and show the lowest level of trust that their rights as consumers are being respected/protected. At the same time, this group of consumers reports the fewest problems and illicit practices among different education groups and gives above-average assessments of redress mechanisms (both ADR and courts) and product safety. The patterns observed for students tend to overlap with those seen for the general age range 15-24: they have higher than average scores on most indicators but their actual knowledge of consumer legislation is relatively poor and they are the least likely to take action in the event of problems.

White-collar workers appear to be best off as consumers among the different occupational groups, with above-average scores on 8 out of 11 indicators. The notable exception is their experience of problems and misleading/deceptive or fraudulent practices, which is second highest in this group (again a possible sign of higher spending power and ability to detect illicit practices). Those not in employment and blue-collar workers appear to be the worst off,

with below-average scores on 8 and 7 indicators, respectively. Self-employed respondents have the best knowledge of consumer rights and are more likely to complain in the event of problems. They are also more positive than the overall population towards online and cross-border shopping. At the same time, they are the most likely to experience problems and illicit commercial practices and show below-average levels of satisfaction with redress mechanisms (both ADR and courts) and complaint handling, as well as the lowest level of overall trust as consumers.

Those who do not have an internet connection at home report the poorest consumer conditions among all groups, showing worse-than-average results on all indicators with the exception of problems and illicit business practices (which they experience considerably less frequently than other consumer groups). Not surprisingly, this group has the lowest level of confidence in online and cross-border shopping out of all consumer groups.

The Commission will shortly launch a study on consumer vulnerability across key markets. The study will *inter alia* analyse the main factors contributing to consumer vulnerability, including socio-demographic background.

ANNEX I — NATIONAL ENFORCEMENT CAPACITY INDICATORS

In addition to survey data measuring the efficiency of enforcement as perceived by consumers and retailers, national authorities responsible for economic and product safety enforcement compile some information about their enforcement activities, which is reported in Annex I.

Input data (the size of the budget allocated to enforcement activities or the number of inspectors) is aimed at providing information on resources allocated to enforcement, while output indicators provide information on compliance checks and preventive activities carried out by relevant authorities (number of inspections and laboratory tests), the results of these checks (number of official notifications of non-compliance to traders and number of products identified as posing a serious risk) and corrective measures (number of administrative or court procedures instigated to impose obligations on producers, distributors or retailers).

To take account of the different structures of national retail markets, some indicators have been rescaled by reference to the number of retailers present in the country.

Economic enforcement data

Table 61 shows the data on economic enforcement in the period 2009-2011 reported by national authorities responsible for the enforcement of consumer protection laws (under the Consumer Protection Cooperation Regulation). Twenty-three Member States as well as Iceland and Norway provided data for 2011.

It is however to be noted that national enforcement systems and powers vary quite considerably from one country to the other and therefore no direct comparisons or conclusions on differences in enforcement strength can be made with this data set, which has rather to be analysed on a country basis to detect trends in national consumer protection capacities. The comparability of the data is further reduced by differences in reporting methodology both between countries (for instance, some authorities report on activities beyond the scope of economic enforcement such as product safety enforcement) and within countries over time. Finally, many of the figures are either estimates or consist of incomplete data.

In this respect it is relevant to note that in eleven out of the nineteen countries for which data are available for both 2010 and 2011, budgets for economic enforcement have increased. However the sign of the change in the budget is not always coherent with the sign of the change in the number of inspectors and inspections. In Belgium, France and Hungary, the decline in the budget was paralleled by a drop in the number of both inspectors and inspections, while in Lithuania, Poland and the UK, the number of inspections and inspectors actually increased despite the budget cuts.

Figure 61: Economic enforcement indicators, 2009-2011

		<i>Budget (€)</i>	<i>Budget (€) rescaled for the number of retailers</i>	<i>Number of inspectors</i>	<i>Number of inspectors rescaled for the number of retailers</i>	<i>Number of inspections</i>	<i>Number of inspections rescaled for the number of retailers</i>	<i>Number of business visits</i>	<i>Number of notifications of non-compliance to traders</i>	<i>Number of business visits with detected infringements</i>	<i>Number of administrative decisions</i>	<i>Number of court decisions</i>	Comments
AT	2011	2.808.925	69	173	4	26.189	645	23.339	6.945	2.387	845	134	The data concerning the budget and the number of inspectors are rough estimates by the national contact point (Ministry of Labour, Social Affairs and Consumer Protection), since most of the 9 Austrian provinces and the 130 local authorities, as well as the Chamber for Workers and Employees in the 9 provinces were not able to provide data. The data on the number of inspections, business visits, notifications of non-compliance to traders and administrative decisions only include the enforcement of price indication and package travel legislation.
	2010	2.913.437	73	134	3	30.073	751	29.123	5.931	2.760	726	119	

	2009	2.240.757	54	130	3	24.823	601	22.831	3.759	NA	783	136	
BE	2011	25.331.325	323	137	2	9.042	115	8.046	2.596	2.254	2.221	NA	Budget represents a central budget (as consumer protection is a federal competence); product safety is not included.
	2010	39.764.333	535	155	2	14.935	201	14.018	3.944	NA	3.293	NA	
	2009	39.764.333	521	158	2	29.232	383	26.150	6.880	6.120	4.084	NA	
BG	2011	1.383.618	13	128	1	28.802	281	19.123	NA	2.043	1.959	NA	
	2010	1.246.968	12	123	1	23.666	226	19.212	0	2.611	301	0	
	2009	1.267.951	14	132	1	24.947	273	19.945	0	2.709	235	7	
CY	2011	4.199.776	399	113	11	35.983	3.417	35.058	647	113	560	NA	The budget of public authorities responsible for economic enforcement is a rough estimate. All the figures are a summation of the data provided by one or more of the national authorities responsible for the legislative acts concerning: (1) unfair terms in consumer contracts, (2) the indication of the prices of products offered to consumers, (3) certain aspects of the sale of consumer goods and associated guarantees, (4) unfair business-to-consumer commercial practices, (5) package travel, package holidays and package tours, (6) contracts negotiated away from business premises, (7) credit agreements for consumers, (8) electronic commerce, (9) compensation and assistance to air passengers in the event of denial boarding and of cancellation or long delay of flights, and (10) the provision of audiovisual services.
	2010	4.139.735	366	130	11	45.827	4.047	45.489	382	209	130	0	
	2009	3.300.000	275	108	9	45.333	3.775	44.670	480	179	147	NA	
CZ	2011	26.266.691	204	937	7	180.13 2	1.398	167.403	17.345	16.332	17.745	89	The figures reflect the data received from the following competent authorities: Czech agriculture and food inspection authority, State Veterinary Administration of the Czech Republic, Czech trade

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	2010	NA	NA	989	8	143.72 ₄	1.119	133.079	17.362	16.360	17.449	29	inspection and State institute for drug control.
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
DE	2011	58.114.789	179	1.11 ₇	3	892.98 ₇	2.747	NA	57.370	NA	13.390	1.083	
	2010	56.851.577	173	834	3	959.98 ₉	2.914	340.963	62.494	NA	9.662	721	
	2009	55.759.235	203	829	3	927.65 ₉	3.369	70.438	59.728	NA	14.537	426	
DK	2011	2.723.080	126	19	1	1.230	57	394	161	1	181	26	
	2010	2.660.000	122	NA	NA	NA	NA	NA	139	108	139	9	
	2009	NA	NA	0	0	0	0	0	675	NA	NA	12	
EE	2011	NA	NA	28	6	5.221	1.118	3.941	1.299	478	471	NA	
	2010	NA	NA	26	6	7.373	1.644	4.851	1.730	797	752	NA	
	2009	NA	NA	19	4	6.401	1.483	4.829	1.436	1.122	1.048	0	
EL	2011	539.463	3	35	0	6.528	34	6.524	1.589	1.370	1.550	NA	2011 budget corresponds to the budget of the General Secretariat of Consumer Affairs (including 132,440 EUR public funding for consumer organisations), which is responsible for the enforcement of the consumer protection legislation (excluding certain areas, such as medicine, food safety, audiovisual media services, package travel and data protection). Moreover, this amount doesn't cover the budget of market surveillance service which carries out all the market inspections. 2009 budget refers to the financial support for Greek consumers organisations only.
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	230.000	1	80	0	8.000	41	6.000	NA	NA	161	NA	
ES	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	89.654.218	176	749	1	233.39	458	69.460	8.201	18.144	7.678	NA	

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FI	2011	2.123.322	95	38	2	6.032	270	3.198	2.340	1.024	3.066	9	The provided figures include economic enforcement by the Finnish Consumer Agency & Ombudsman and the regional state administrative agencies. Product safety is excluded. The number of business visits relates mostly to price indication checks at premises by regional authorities.
	2010	1.977.457	87	33	1	5.703	250	2.938	2.492	970	2.814	5	
	2009	1.873.458	81	28	1	4.900	212	2.551	1.841	816	2.371	28	
FR	2011	78.440.137	186	851	2	159.61 9	378	147.714	56.587	44.671	737	3.661	The decrease in budget in 2011 reflects internal re-organisation. Since 2011, with the creation of inter-ministerial and inter-directional decentralised departments, the DI(R)ECTTE ((regional) directorates for enterprises, competition, consumer affairs, labour and employment) and DD(CS)PP (departmental directorates for social cohesion and protection of the population), the activities of these entities at the regional and departmental level are no longer supported by the General directorate for fair trade, consumer policy and fraud repression (DGCCRF)
	2010	138.900.86 0	367	888	2	163.79 2	432	153.972	59.330	47.168	914	3.415	
	2009	136.788.32 3	341	604	2	163.96 6	409	155.550	50.368	41.183	1.381	3.766	
HU	2011	4.627.640	53	216	2	34.459	391	31.646	13.131	12.966	13.862	275	The 2011 budget refers to Hungarian Authority for Consumer Protection (budget of the central body, which includes the budget for product safety enforcement) and Hungarian Competition Authority. The data on the number of business visits (with detected infringements) refer to Hungarian Authority for Consumer Protection and Hungarian Financial Supervisory Authority. All other data refer to Hungarian Authority for Consumer Protection + Hungarian Competition Authority + Hungarian Financial Supervisory Authority. The 2010 budget and number of inspectors refer to Hungarian Authority for Consumer Protection and 20 departmental inspectorates.
	2010	14.454.900	162	320	4	55.381	622	54.096	6.484	12.136	2.635	290	
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

IE	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	7.872.225	359	88	4	2.831	129	559	400	117	101	7	
IS	2011	254.400	NA	5	NA	1.347	NA	1.153	667	594	58	NA	* Eurostat data for IS on the number of retailers is not available.
	2010	386.528	NA	7	NA	1.179	NA	1.179	397	313	42	NA	
	2009	306.568	NA	5	NA	1.911	NA	1.711	479	451	52	NA	
IT	2011	60.764.735	94	40	0	29	0	67	29	29	219		The figures reflect data provided by Italian Competition Authority (AGCM), Authority for Communications Guarantees (AGCOM), Bank of Italy and the Institution for the Supervision of Insurance (ISVAP) for 2009, information received from the latter three institutions for 2010 and information received from AGCM for 2011. AGCM budget reflects all its tasks (not only for consumer protection)
	2010	56.825.000	87	48	0	309	0	268	305	26	4.748	NA	
	2009	53.437.500	80	86	0	905	1	765	492	160	5.455	362	
LV	2011	1.427.850	102	28	2	445	32	214	253	64	99	NA	Budget includes product safety and the budget of one regional branch. Business visits were mainly carried out for verification of compliance with price indication legislation and package tourism legislation.
	2010	1.301.228	96	24	2	619	46	335	359	75	142	NA	
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
LT	2011	6.972.200	199	512	15	20.738	593	20.249	3.721	5.224	2.975	13	
	2010	7.072.189	206	510	15	20.735	604	20.361	3.721	4.824	2.975	11	
	2009	1.569.450	41	NA	NA	NA	NA	NA	NA	NA	355	NA	
MT	2011	1.944.000	284	25	4	18.934	2.770	15.053	95	82	0	244	* Eurostat data for MT on the number of retailers is not available.
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

NL	2011	6.573.000	70	12	0	NA	NA	NA	77	NA	10	0	
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
NO	2011	2.847.550	109	25	1	1.060	41	0	471	0	12	0	
	2010	2.500.000	93	25	1	1.843	68	0	1.093	0	7	1	
	2009	2.500.000	91	26	1	1.365	50	0	1.134	0	8	1	
PL	2011	3.304.365	10	884	3	841	3	22.316	1.124	NA	294	63	Budget figures includes central and regional budgets for economic enforcement as well as product safety enforcement. Moreover, the figures include support for consumer organisations and communication policy.
	2010	3.591.480	11	850	3	566	2	21.242	1.701	NA	574	62	
	2009	13.826.335	37	888	2	8.563	23	8.088	4.080	NA	1.650	315	
PT	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2010	29.238.783	191	308	2	49.239	321		19.980	14.303	11.827	NA	
	2009	91.390.928	555	413	3	44.801	272	15	17.879	12.332	11.625	5	
RO	2011	5.065.057	45	376	3	23.885	213	17.646	740	8.925	1.205	NA	Budget figures include the budget of the central and all territorial offices, and they include product safety.
	2010	3.393.087	28	355	3	112.610	928	NA	76.114	NA	31.850	14	
	2009	3.549.065	26	367	3	NA	NA	NA	5.097	NA	1.092	NA	
SK	2011	4.647.093	476	134	14	20.546	2.104	17.282	5.616	2.460	3.597	33	Budget figures refer to central budget (Slovak Trade Inspection)
	2010	4.402.699	451	135	14	22.230	2.277	22.230	5.272	NA	5.272	15	
	2009	4.507.699	485	135	15	20.503	2.206	NA	NA	NA	6.226	23	
SI	2011	5.724.678	801	114	16	19.282	2.697	NA	NA	2.594	1.506	NA	
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	2009	2.513.964	374	128	19	9.452	1.405	NA	10.471	NA	319	NA	
SE	2011	5.069.687	85	20	0	NA	NA	0	2.331	NA	13	11	The 2010-2011 data reflect central agency budget and staff, including product safety enforcement. Product safety was excluded from 2009 data.
	2010	3.718.465	64	38	1	792	14	NA	434	NA	20	13	
	2009	2.500.000	43	29	0	321	5	0	142	0	15	21	

UK	2011	39.321.114	210	1.07 7	6	8.084	43	20.831	4.223	11.882	435	28	<p>Figures provided include data from the following enforcement agencies: Office of Fair Trading, Financial Services Authority, Civil Aviation Authority, Advertising Standards Authority, Department for Consumer Affairs of Gibraltar (Gibraltar) and Local Authorities Trading Standard Services (TSS). For the latter, a general assumption has been made that an estimated 27% of TSS resources and activities are devoted to the enforcement of economic interests of consumers. Contrary to other years, the 2010 data on the number of inspectors did not include the TSS figures, while 2011 figures on the number of inspections and court reflect a response rate of less than 50% from TSS.</p>
	2010	47.536.798	253	169	1	3.847	20	944	1.480	482	467	1.896	
	2009	122.955.81 1	631	1.18 3	6	35.772	184	27.103	15.320	8.848	540	2.574	

Product safety enforcement data

Twenty-one Member States and Iceland shared data on product safety enforcement activities this year. Figure 62 in Annex I shows the activities carried out in 2009, 2010 and 2011. The data were provided by the national authorities responsible for product safety enforcement under the General Product Safety Directive. These authorities have not only reported figures regarding their own activities, but also information received from other authorities responsible for the enforcement of safety rules in respect of non-food products.

The information covers a wide range of enforcement activities, which are often not organised in a similar manner in the Member States and should not necessarily be considered as a complete and accurate picture of product safety across Europe.

Even though in the majority of countries for which 2010 and 2011 data are available, budgets allocated to product safety activities have remained stable or increased between the two years, the average budget continued to decrease, reflecting the general trend of budget reductions and spending cuts across Europe.

The average number of inspectors has remained stable, but the average number of inspections has increased, which is a positive sign that activity levels have not been dramatically affected by the budgetary cuts. While the number of inspectors has decreased in 9 out of 22 countries and the number of inspections has fallen in 9 out of 20 countries, there is limited overlap between these two groups of countries: only three countries (AT, HU and PL) witnessed a decrease in both inspections and inspectors. The average number of laboratory tests performed has remained relatively stable, which shows that product testing is still a key priority in the enforcement process.

On average, fewer dangerous products were identified in 2011, but overall more measures (withdrawals, recalls) were taken. Removing dangerous products from the market helps improve the health and safety of consumers and their confidence in the internal market, so it is a positive development.

Still on the positive side, there has been increased cooperation with customs authorities due to the entry into force of Regulation 765/2008¹, translating into a significant increase in measures taken at the border (both to suspend products for further investigations and to finally reject those deemed dangerous).

Regarding comparability, some indicators have been rescaled with reference to the numbers of retailers in the countries (used to approximate the different structures of national retail markets): budget, number of inspectors, number of inspections and number of products tested in labs. Even after rescaling, major differences remain.

However, the rescaled enforcement budget per country shows a moderate correlation with both consumers' and retailers' perceptions of product safety, i.e. in countries with higher budgets, in general, fewer consumers and retailers think that a significant number of products are unsafe.²

Considering the difficult economic context, with ever increasing trade volumes and fewer resources available, market surveillance authorities are making significant efforts to put in place an efficient market surveillance and enforcement system aimed at ensuring that products reaching the internal market are safe.

The Commission and the Member States will continue to cooperate and to coordinate activities in this area. Improvement of the 'Enforcement Indicators' data collection system is one of the 20 key activities described in the 'Multi-annual Plan for Market Surveillance'³ due to be carried out in the next three years.

¹ Regulation (EC) No 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing Regulation (EEC) No 339/93, OJ L 218, 13.8.2008, p. 30–47.

² The correlation index on 2008-2011 data at country level between the rescaled enforcement budget and the % of consumers who do not think that a significant number of products are unsafe is equal to 0.33 (and significant at 1 % level). The correlation index on 2008-2011 data at country level between the rescaled enforcement budget and the % of retailers who do not think that a significant number of products are unsafe is equal to 0.26 (and significant at 5 % level).

³ The Multi-annual Plan for Market Surveillance was launched in February 2013, as part of the new 'Product Safety and Market Surveillance Package' proposed by the European Commission. http://ec.europa.eu/consumers/safety/psmsp/docs/psmsp-communication-actions_en.pdf.

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BG	2011	1.027.578	10	177	1,7	7.896	77	228	2	277	679	280	273	1324	2
	2010	461.207	4	120	1,1	11.645	111	125	1	193	190	194	0	1484	4
	2009	633.975	7	120	1,3	10.672	117	220	2	257	200	259	0	4	4
CY	2011	NA	NA	50	4,7	6.419	610	154	15	73	20	322	NA	NA	15
	2010	NA	NA	55	4,9	6.331	559	99	9	181	NA	281	NA	0	16
	2009	NA	NA	24	2,0	5.919	493	272	23	103	32	159	0	NA	NA
CZ	2011	4.939.731	38	339	2,6	54.306	422	657	5	26	240	199	17	55	35
	2010	12.850.849	100	339	2,6	20.625	161	707	6	87	461	463	67	56	44
	2009	7.622.646	62	418	3,4	30.705	250	715	6	79	387	65	6	23	0
DE	2011	NA	NA	487	1,5	41.639	128	29.060	89	130	3.409	2.997	380	6639	5154
	2010	NA	NA	440	1,3	53.216	162	28.057	85	204	6.444	1.202	411	1612	1004
	2009	NA	NA	803	2,9	67.516	245	25.850	94	187	3.846	1.374	841	714	248
DK	2011	5.670.146	263	55	2,5	2.360	109	719	33	221	376	176	65	7	14
	2010	5.620.000	258	57	2,6	2.065	95	169	8	73	125	59	2	89	87
	2009	4.010.000	173	45	1,9	1.177	51	409	18	45	51	35	13	58	50
EE	2011	418.600	90	31	6,6	3.388	726	331	71	18	128	155	31	274	171
	2010	232.220	52	15	3,3	2.309	515	268	60	28	160	98	5	319	189
	2009	288.016	67	18	4,2	3.730	864	320	74	53	140	59	11	262	204
EL	2011	1.370.000	7	75	0,4	3.200	16	1070	6	23	350	44	0	6	6
	2010	3.263.000	17	88	0,5	2.977	15	1.190	6	111	447	137	10	2	2
	2009	4.400.000	23	105	0,5	2.479	13	1.536	8	80	222	222	250	4	4
ES	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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FI	2011	7.530.000	337	75	3,4	9.879	443	4.425	198	82	419	158	58	757	186
	2010	6.600.000	289	72	3,2	2.975	130	1.656	73	39	183	74	32	807	175
	2009	7.286.000	316	90	3,9	3.067	133	2.717	118	35	208	100	5	646	146
FR	2011	17.506.000	41	197	0,5	28.859	68	4.353	10	91	696	120	NA	1153	85
	2010	16.700.000	44	202	0,5	28.610	76	3.076	8	133	605	111	NA	1286	375
	2009	39.912.282	100	191	0,5	26.372	66	2.717	7	75	692	166	NA	871	232
HU	2011	12.823.128	145	263	3,0	3.270	37	265	3	155	1.526	104	261	203	NA
	2010	14.454.900	162	310	3,5	3.886	44	546	6	191	1.510	53	121	116	29
	2009	11.133.214	119	320	3,4	14.097	150	668	7	157	1.775	32	134	59	37
IE	2011	782.600	36	13	0,6	667	31	841	38	38	161	3	0	0	0
	2010	750.000	34	8	0,4	564	26	0	0	23	119	-	0	0	1
	2009	750.000	34	8	0,4	336	15	4	0	20	96	-	0	NA	1
IS	2011	320.000	NA	6	NA	1.795	NA	1	NA	2	109	16	3	151	151
	2010	401.691	NA	18	NA	223	NA	1	NA	27	27	23	5	NA	NA
	2009	128.759	NA	14	NA	264	NA	NA	NA	25	46	17	NA	31	13
IT	2011	2.961.141	5	2940	4,6	4.400	7	700	1	80	627	381	29	311	NA
	2010	1.075.200	2	3000	4,6	1.000	2	906	1	88	204	128	87	530	20
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
LT	2011	1.590.796	46	76	2,2	5.855	168	793	23	41	621	41	41	102	92
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2009	2.098.571	54	85	2,2	6.524	169	1.314	34	98	907	98	98	43	43
LV	2011	728.593	52	151	10,8	3.047	218	564	40	21	350	18	5	235	101
	2010	685.886	51	139	10,2	4.702	347	1.466	108	30	276	238	6	46	41
	2009	1.644.260	127	89	6,9	2.387	184	358	28	26	251	26	14	25	38

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LU	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MT	2011	160.000	23	4	0,6	306	45	127	19	49	2	21	4	70	51
	2010	159.031	23	4	0,6	502	73	38	6	19	1	1	0	NA	156
	2009	NA	NA	4	0,6	518	76	178	26	14	17	4	13	12	12
NL	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	11.400.000	146	40	0,5	8.132	104	5.009	64	38	2.248	NA	0	NA	NA
	2009	13.481.000	177	41	0,5	9.087	119	4.491	59	73	1.961	NA	0	NA	NA
NO	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	335.000	12	11	0,4	554	21	11	0	6	60	33	6	NA	16
	2009	206.500	7	24	0,9	647	23	75	3	16	71	13	4	NA	52
PL	2011	7.153.781	22	480	1,5	15.193	46	2.251	7	69	98	5.718	0	342	310
	2010	5.682.188	18	587	1,8	23.616	74	2.572	8	82	1.749	330	1	613	509
	2009	7.309.317	19	878	2,3	19.569	52	2.729	7	108	221	47	0	715	572
PT	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	25.300.436	165	279	1,8	655	4	3	0	46	46	71	NA	NA	NA
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RO	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	3.393.087	28	355	2,9	3.853	32	997	8	35	1.768	NA	N/A	N/A	N/A
	2009	3.549.065	26	367	2,7	4.367	32	NA	NA	0	1.633	6.009	NA	NA	NA
SE	2011	5.755.216	589	53	5,5	1.291	132	615	63	158	202	228	21	25	49
	2010	5.363.648	549	49	5,0	1.560	160	489	50	213	222	124	199	35	32
	2009	3.450.000	371	41	4,4	1.716	185	640	69	180	376	298	161	14	12

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SI	2011	NA	NA	16	2,2	4.642	649	445	62	27	406	31	27	89	54
	2010	NA	NA	16	2,3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2009	NA	NA	16	2,4	8.397	1248	487	72	8	493	NA	18	133	84
SK	2011	1.075.611	18	67	1,1	15.299	256	760	13	63	56	56	0	132	7
	2010	979.465	17	56	1,0	9.907	169	780	13	69	91	67	0	24	0
	2009	7.533.425	129	170	2,9	3.113	53	818	14	66	58	58	0	15	0
UK	2011	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	2010	NA	NA	NA	NA	NA	NA	NA	NA	98	NA	NA	NA	NA	NA
	2009	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

ANNEX II — Country Consumer Statistics

The Country Consumer Statistics provide detailed indicators for each Member State, plus Iceland and Norway. In addition to the 2012 data, figures for previous years (2008-2011) are also presented. The majority of the data comes from the annual Eurobarometer surveys of consumers and retailers. Additional data include the annual reports on the operation of the Rapid Alert System for non-food dangerous products (RAPEX) and information provided by Member States on 'sweeps' and public funding for national consumer organisations. The data included in the country statistics are rounded to the nearest integer.

The availability of longer time series for most questions has made it possible to focus the qualitative comments on developments within countries over time. Up to three most pronounced (upward or downward) trends have been identified per country, by taking account of the magnitude of change and the consistency of time series.⁴ In the case of 'fact-based' indicators — i.e. consumers' and retailers' awareness of consumer legislation as well as consumer experience (incidence of problems, complaining in case of problems) — comments are made when a country scores among the highest or lowest values in the EU.

⁴

The trends were identified on the basis of the slope coefficient of the regression equation $y = a + b \cdot t$, where y is the indicator and t the years. Only those coefficients that are equal or greater than 0.03 and statistically significant at the 90 % probability level have been considered.

Austria

Consumer Conditions Index¹:

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		Austria	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	76%	84%	79%	66%	61%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	74%	77%	77%	67%	68%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	74%	83%	80%	73%	66%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	52%	51%	58%	56%	39%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	45%	41%	51%	39%	28%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	32%	30%	32%	28%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	18%	22%	15%	14%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	54%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	70%	40%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	80%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	15	14	29	21	17		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	20%	13%	10%	19%	13%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	22%	21%	7%	8%	9%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	40%	39%	21%	16%	29%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	9%	10%	7%	18%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	34%	33%	20%	29%	38%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	90%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	38%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	64%	60%	62%	62%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	26%	33%	32%	35%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	20%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	88%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	70%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	50%	59%	57%	42%	38%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	38%	47%	39%	32%	28%	36%
2.6	Percentage of retailers who have known an ADR body ³	48%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	3%	9%	8%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	75%	75%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	50%	45%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	44%	42%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	45%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	46%	40%	36%	29%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	50%	34%	42%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	83%	82%	80%	77%	71%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	280	211	212	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Although with some ups and downs, the percentage of Austrian retailers who think a significant number of non-food products are unsafe has gone up from 9 % in 2008 to 22% in 2012.
- Austria has the third highest percentage of consumers in the EU who know their rights in case of unsolicited selling.
- The percentage of consumers who have changed their behaviour as a result of a media story has grown from 29 % in 2009 to 46 % in 2012.
- There has been a steady increase in trust in consumer organisations, from 71 % in 2008 to 83 % in 2012.

Belgium

Consumer Conditions Index¹:

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		Belgium	Previous results				EU averages 2012
		2012	2011	2010	2009	2008	EU27
	Percentage of consumers who feel adequately protected by existing measures ²	60%	67%	53%	53%	61%	55%
1	ENFORCEMENT						
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	65%	69%	58%	48%	61%	59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	63%	75%	70%	66%	78%	59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	39%	38%	40%	48%	36%	44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	24%	26%	19%	20%	20%	32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	29%	13%	23%	21%	NA	34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	14%	17%	15%	21%	NA	15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	42%	NA	NA	NA	NA	45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 91 checked) ⁴	68%	4%	NA	NA	NA	83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 11 checked) ⁴	100%	NA	NA	NA	NA	80%
	PRODUCT SAFETY						
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	13	8	14	3	17	72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	20%	21%	8%	14%	11%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	24%	13%	12%	5%	6%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	54%	60%	39%	42%	53%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	15%	22%	12%	35%	39%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	39%	44%	33%	32%	46%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	80%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	41%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	69%	68%	60%	54%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	37%	33%	25%	25%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	17%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	77%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	52%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	51%	53%	40%	29%	50%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	44%	44%	30%	20%	41%	36%
2.6	Percentage of retailers who have known an ADR body ³	57%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	10%	9%	7%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	66%	65%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	55%	51%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	43%	44%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	18%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	50%	59%	33%	31%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	46%	36%	47%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	80%	77%	69%	58%	77%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	166	157	157	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- There has been an increase in the share of Belgian retailers who think that a significant number of non-food products are unsafe from 6 % in 2008 to 24 % in 2012.
- During the same period, the share of Belgian retailers whose products have been recalled or withdrawn from the market has more than halved.
- Retailers' knowledge of prohibited commercial practices has been increasing since 2009.

Bulgaria

Consumer Conditions Index¹:

50

		Bulgaria	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	30%	32%	27%	23%	13%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	56%	53%	42%	38%	26%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	41%	41%	34%	26%	20%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	60%	51%	46%	52%	23%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	37%	36%	34%	42%	17%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	55%	54%	51%	42%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	23%	37%	40%	29%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	29%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 6 checked) ⁴	100%	100%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	0%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	271	162	192	122	89	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	27%	29%	28%	29%	15%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	32%	19%	28%	36%	25%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	49%	48%	37%	57%	41%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	6%	5%	9%	7%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	49%	49%	44%	30%	30%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	85%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	41%	NA	NA	NA	NA	37%
	Average percentage of retailers' correct answers about three prohibited commercial practices ³	41%	40%	40%	18%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	15%	17%	18%	11%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	30%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	61%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	55%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	36%	29%	23%	16%	12%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	35%	30%	19%	15%	13%	36%
2.6	Percentage of retailers who have known an ADR body ³	53%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	5%	9%	16%	11%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.8	Percentage of consumers who know of cooling-off period in distance selling ²	63%	65%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	52%	53%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	29%	36%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	35%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	54%	48%	37%	29%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	35%	19%	17%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	54%	44%	35%	31%	21%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	0	0	3	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentages of Bulgarian consumers who trust public authorities and consumer organisations to protect their rights as consumers have more than doubled since 2008.
- There has been a steady increase in the share of consumers who have changed their behaviour as a result of a media story between 2009 and 2012.
- Bulgarian consumers are the least likely in the EU to take action when they encounter a problem.
- In addition, Bulgaria has the second lowest EU percentage of retailers' correct answers to the three questions asked about prohibited commercial practices.

Croatia

Consumer Conditions Index¹:

50

		Croatia	EU averages 2012
		2012	EU27
	Percentage of consumers who feel adequately protected by existing measures ²	31%	55%
1	ENFORCEMENT		
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	32%	59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	57%	59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	51%	44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	35%	32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	38%	34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	31%	15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	30%	45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 0 checked) ⁴	NA	83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 0 checked) ⁴	NA	80%
	PRODUCT SAFETY		
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	34%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	29%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	43%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	12%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	41%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION		
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	76%	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	29%	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	36%	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	9%	29%
2	CONSUMER EMPOWERMENT		
	PROBLEMS AND COMPLAINTS		
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	35%	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	66%	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	54%	66%
	REDRESS		
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	32%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	26%	36%
2.6	Percentage of retailers who have known an ADR body ³	65%	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS		

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.8	Percentage of consumers who know of cooling-off period in distance selling ²	53%	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	41%	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	25%	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	42%	22%
	MEDIA		
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	42%	48%
	SUSTAINABLE CONSUMPTION		
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	48%	41%
	CONSUMER ORGANISATIONS & INFORMATION		
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	58%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Croatia has the second lowest EU percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, Croatian consumers give the second lowest percentage of correct answers to the question about guarantee validity rights.
- The percentage of retailers' correct answers to the three questions asked about prohibited commercial practices is the lowest in the EU. In addition, Croatian retailers are the third least likely in the EU to correctly identify the length of the period during which consumers can have a defective product repaired.

Cyprus

Consumer Conditions Index¹:

49

		Cyprus	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures²	29%	42%	44%	36%	52%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer²	54%	60%	65%	54%	72%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer²	40%	46%	49%	35%	53%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers²	65%	48%	48%	58%	29%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers²	43%	41%	40%	49%	24%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	31%	35%	29%	39%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	21%	32%	30%	40%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	18%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	100%	0%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged	100%	NA	NA	NA	NA	80%	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

	for further investigation (out of 10 checked) ⁴						
	PRODUCT SAFETY						
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	67	73	178	103	44	72
1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	36%	20%	32%	39%	29%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	46%	28%	26%	27%	20%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	61%	52%	56%	46%	47%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	19%	8%	9%	12%	17%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	75%	54%	69%	70%	53%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	74%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	38%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	46%	44%	54%	43%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	15%	12%	14%	13%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	37%	NA	NA	NA	NA	26%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.2	Percentage of consumers who took action when they had a reason to complain*	71%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	54%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	50%	55%	61%	52%	50%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	42%	32%	19%	20%	23%	36%
2.6	Percentage of retailers who have known an ADR body ³	26%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	8%	4%	7%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	42%	43%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	74%	61%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	38%	41%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	30%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	56%	48%	45%	44%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	45%	33%	35%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	59%	49%	56%	55%	52%	75%
2.15	National public funding to consumer organisations - (in €per 1000	83	186	176	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

	inhabitants) total executed in 2010 ⁴						
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- The percentage of retailers in Cyprus who think a significant number of non-food products are unsafe has increased between 2008 and 2012.
- Cypriot consumers give the third lowest percentage of correct answers in the EU to the question about cooling-off period in distance selling.
- Cyprus has the highest EU percentage of consumers who encountered problems when buying or using goods or services. On the positive side, the share of consumers who find it easy to resolve disputes with sellers/providers through courts has almost doubled between 2008 and 2012.
- The percentage of consumers who have changed their behaviour as a result of a media story has seen a constant increase between 2009 and 2012.
- The percentage of retailers in Cyprus who stated that the authorities checked the safety of their products is the second highest in the EU.
- The percentage of retailers in Cyprus who stated that they carried out some tests to make sure that the products they are selling were safe is the highest in the EU.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Czech Republic

Consumer Conditions Index¹:

53

		Czech Republic	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	46%	51%	47%	45%	48%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	40%	43%	50%	44%	44%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	41%	53%	51%	43%	49%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	65%	57%	50%	57%	55%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	48%	38%	37%	47%	41%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	48%	49%	44%	42%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	23%	32%	37%	30%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	42%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	100%	10%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 11 checked) ⁴	27%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	34	13	13	32	30	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	22%	19%	15%	20%	15%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	11%	9%	9%	18%	22%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	38%	39%	25%	21%	22%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	12%	10%	8%	9%	5%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	36%	30%	46%	32%	22%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	79%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	33%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	42%	48%	52%	45%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	36%	43%	54%	65%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	35%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	70%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	66%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	34%	35%	28%	32%	25%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	30%	28%	20%	25%	19%	36%
2.6	Percentage of retailers who have known an ADR body ³	64%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	6%	13%	13%	10%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	81%	81%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	87%	87%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	35%	32%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	16%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	48%	35%	45%	39%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	40%	23%	29%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	69%	68%	51%	51%	62%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	57	58	56	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentage of Czech retailers who think that a significant number of non-food products are unsafe has halved between 2008 and 2012. During the same period, more retailers had their products checked by the authorities.
- The Czech Republic has the highest EU percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, Czech consumers appear to be the most knowledgeable in the EU about the cooling-off period in distance selling and guarantee validity rights.
- At the same time, retailers' awareness of the three prohibited commercial practices tested is the third lowest in the EU. In particular, the share of Czech retailers who know the legal period to have a defective product repaired has decreased from 65 % to 36 % since 2009 (it should be noted, however, that the majority of retailers choose the reply option that is actually more advantageous for consumers than the correct one).

Denmark

Consumer Conditions Index¹:

67

		Denmark	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	70%	81%	72%	68%	74%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	77%	77%	75%	70%	77%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	60%	76%	77%	57%	58%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	39%	36%	44%	55%	46%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	37%	29%	33%	33%	28%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	38%	32%	29%	28%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	9%	19%	16%	23%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	52%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	40%	8%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	80%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	45	48	25	32	9		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	17%	15%	15%	21%	19%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	10%	7%	12%	11%	7%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	44%	43%	25%	34%	34%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	19%	12%	4%	11%	14%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	50%	41%	42%	35%	34%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	88%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	31%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	67%	65%	63%	67%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	53%	50%	51%	52%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	24%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	92%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	70%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	40%	50%	37%	31%	46%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	42%	41%	29%	19%	46%	36%
2.6	Percentage of retailers who have known an ADR body ³	54%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	11%	20%	24%	19%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.8	Percentage of consumers who know of cooling-off period in distance selling ²	66%	66%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	71%	71%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	47%	49%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	8%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	54%	36%	42%	41%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	35%	43%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	80%	83%	80%	80%	82%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	423	407	410	NA	NA	NA

- The share of Danish retailers who have come across misleading or deceptive advertisements / offers made by their competitors has increased between 2009 and 2012.
- The percentage of retailers who carried out tests to ensure product safety has increased by some 15 percentage points between 2008 and 2012.
- Denmark has the highest EU percentage of consumers who took action when they encountered a problem.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Danish consumers are also the most likely in the EU to know what to do in case of unsolicited selling, and in general they are more aware of their basic consumer rights than consumers elsewhere in the EU.
- Danish retailers are the most likely in the EU to correctly identify the length of the period during which consumers can have a defective product repaired.

Estonia

Consumer Conditions Index¹:

58

		Estonia	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	53%	52%	43%	46%	50%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	57%	60%	56%	52%	55%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	67%	68%	64%	61%	68%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	44%	35%	43%	45%	37%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	18%	24%	35%	33%	26%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	34%	33%	37%	42%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	12%	19%	28%	29%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	59%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 15 checked) ⁴	80%	20%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	50%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	15	18	16	13	20	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	9%	12%	11%	13%	11%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	5%	2%	3%	5%	10%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	35%	47%	29%	18%	28%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	14%	3%	8%	13%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	27%	23%	32%	28%	28%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	96%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	48%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	46%	43%	55%	47%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	35%	31%	42%	36%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	24%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	69%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	64%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	24%	27%	27%	30%	33%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	12%	13%	16%	12%	20%	36%
2.6	Percentage of retailers who have known an ADR body ³	50%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	5%	15%	15%	9%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.8	Percentage of consumers who know of cooling-off period in distance selling ²	56%	56%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	64%	50%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	35%	38%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	20%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	32%	31%	37%	35%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	25%	21%	16%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	62%	61%	58%	57%	59%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	38	38	38	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentage of Estonian retailers who came across fraudulent advertisements / offers made by competitors has decreased by 17 percentage points between 2009 and 2012.

Finland

Consumer Conditions Index¹:

73

		Finland	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	70%	72%	68%	72%	73%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	83%	77%	73%	76%	81%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	71%	79%	76%	78%	89%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	46%	55%	60%	61%	56%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	29%	33%	39%	29%	32%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	34%	34%	37%	26%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	14%	30%	32%	21%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	53%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 5 checked) ⁴	60%	20%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	80%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	116	78	98	58	61		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	6%	6%	3%	3%	3%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	0%	2%	1%	1%	2%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	15%	29%	23%	20%	26%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	10%	14%	14%	30%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	20%	22%	40%	31%	34%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	90%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	35%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	76%	75%	79%	73%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	31%	29%	22%	15%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	32%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	85%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	77%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	70%	62%	55%	47%	47%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	33%	37%	28%	17%	24%	36%
2.6	Percentage of retailers who have known an ADR body ³	56%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	8%	11%	8%	4%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	67%	65%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	53%	49%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	47%	55%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	16%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	43%	45%	41%	32%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	38%	34%	38%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	78%	76%	70%	73%	76%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	121	306	130	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentage of Finnish retailers whose products have been recalled or withdrawn has dropped between 2008 and 2012.
- The percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR has been increasing steadily, growing from 47 % in 2008 to 70 % in 2012.
- Finland has the highest EU percentage of retailers' correct answers to the three questions asked about prohibited commercial practices. In particular, the knowledge of the legal period to have a defective product repaired has increased between 2008 and 2012.
- Finnish consumers give the second highest percentage of correct answers in the EU to the question about what to do in case of unsolicited selling.

France

Consumer Conditions Index¹:

61

		France	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	56%	55%	47%	52%	40%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	59%	65%	55%	57%	48%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	60%	68%	66%	64%	62%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	43%	46%	41%	49%	39%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	39%	26%	22%	24%	19%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	25%	25%	14%	12%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	13%	21%	11%	9%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	48%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 50 checked) ⁴	100%	78%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 27 checked) ⁴	96%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	108	91	119	76	51		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	32%	31%	28%	27%	24%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	30%	24%	21%	22%	15%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	48%	53%	31%	39%	74%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	34%	28%	21%	13%	34%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	49%	53%	42%	37%	51%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	79%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	32%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	60%	62%	59%	44%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	17%	15%	14%	13%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	11%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	67%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	65%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	47%	61%	52%	44%	46%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	44%	52%	36%	28%	30%	36%
2.6	Percentage of retailers who have known an ADR body ³	39%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	6%	5%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	63%	70%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	37%	30%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	37%	42%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	14%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	44%	39%	33%	30%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	33%	39%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	88%	85%	77%	76%	76%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	68	74	NA	NA	NA

- The share of French retailers reporting misleading or deceptive advertisements /offers made by their competitors has doubled between 2009 and 2012, going up from 12 % in 2009 to 25 % in 2012.
- France has the second lowest EU percentage of consumers who encountered problems when buying or using goods or services. In addition despite some ups and downs, the percentage of consumers who find it easy to resolve disputes with sellers/providers through courts has gone up from 30 % in 2008 to 44 % in 2012.
- The percentage of consumers who have changed their behaviour as a result of a media story has been increasing steadily between 2009 and 2012.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Overall, French consumers appear to be less knowledgeable than consumers elsewhere in the EU about their basic consumer rights and give the lowest percentage of correct answers to the question about guarantee validity rights.

Germany

Consumer Conditions Index¹:

64

		Germany	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	61%	70%	69%	67%	60%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	59%	66%	65%	54%	57%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	60%	74%	72%	66%	73%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	36%	45%	49%	64%	59%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	38%	31%	40%	54%	45%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	26%	28%	22%	28%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	9%	21%	16%	20%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	57%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 26 checked) ⁴	73%	23%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 26 checked) ⁴	50%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	167	130	204	187	205	72	
1.11	Percentage of consumers who think a significant number of non-food products are unsafe ³	31%	24%	20%	31%	16%	27%	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	19%	19%	26%	19%	21%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	39%	53%	25%	29%	32%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	14%	9%	11%	9%	27%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	41%	36%	34%	32%	32%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	87%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	32%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	72%	69%	71%	71%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	46%	39%	44%	43%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	29%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	91%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	75%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	46%	57%	52%	37%	42%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	38%	47%	40%	25%	35%	36%
2.6	Percentage of retailers who have known an ADR body ³	60%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	13%	12%	9%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	80%	82%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	57%	53%	NA	NA	NA	56%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	42%	46%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	36%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	44%	40%	37%	39%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	37%	29%	27%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	75%	81%	75%	69%	75%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	1.086	125	1.269	NA	NA	NA

- The share of German consumers who have come across misleading or deceptive advertisements / offers has decreased from 59 % in 2008 to 36 % 2012.
- German consumers are the second most likely in the EU to take action when they encounter a problem.
- Germany also has the third highest percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, German consumers give the third highest percentage of correct answers in the EU to the question about cooling-off period in distance selling.
- German retailers give the second highest percentage of correct answers in the EU to the question about the length of the period to have a defective product repaired.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Greece

Consumer Conditions Index¹:

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		Greece	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	18%	28%	30%	29%	31%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	42%	48%	51%	44%	49%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	37%	43%	43%	40%	39%	59%	

1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers²	54%	47%	57%	68%	30%	44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers²	40%	41%	47%	51%	21%	32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	45%	39%	42%	56%	NA	34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	36%	33%	40%	44%	NA	15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	27%	NA	NA	NA	NA	45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 4 checked) ⁴	100%	100%	NA	NA	NA	83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	90%	NA	NA	NA	NA	80%
	PRODUCT SAFETY						
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	82	69	159	154	132	72
1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	50%	47%	39%	47%	39%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	35%	35%	31%	38%	42%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	44%	47%	44%	25%	47%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	13%	10%	8%	7%	21%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	69%	76%	75%	76%	82%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	83%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	46%	NA	NA	NA	NA	37%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	45%	40%	52%	52%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	17%	14%	14%	13%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	32%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	64%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	51%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	41%	47%	48%	41%	43%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	40%	38%	34%	28%	47%	36%
2.6	Percentage of retailers who have known an ADR body ³	42%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	6%	6%	8%	4%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	41%	39%	NA	NA	NA	69%
2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	60%	53%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	15%	22%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	30%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	57%	51%	51%	48%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	56%	47%	55%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	57%	55%	52%	53%	54%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	0	12	20	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentage of Greek retailers who carried out tests to ensure product safety decreased between 2008 and 2012 but remains second highest in the EU.
- Greece has the lowest EU percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, Greek consumers give the second lowest percentage of correct answers to question about cooling-off period in distance selling and the third lowest to the question about unsolicited products.

Hungary

Consumer Conditions Index¹:

60

		Hungary	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	56%	54%	51%	48%	49%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	69%	66%	69%	57%	67%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	54%	59%	61%	54%	57%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	64%	47%	45%	58%	39%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	28%	30%	27%	37%	27%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	47%	44%	45%	43%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	22%	35%	35%	28%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	63%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 15 checked) ⁴	53%	31%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 6 checked) ⁴	83%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	294	155	191	119	129	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	24%	20%	18%	23%	22%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	8%	13%	10%	13%	11%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	33%	45%	35%	25%	58%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	15%	10%	12%	9%	19%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	31%	46%	32%	36%	44%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	89%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	41%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	75%	75%	68%	73%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	10%	10%	8%	5%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	29%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	73%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	65%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	44%	48%	46%	40%	35%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	29%	22%	9%	15%	18%	36%
2.6	Percentage of retailers who have known an ADR body ³	66%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	5%	5%	7%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	65%	70%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	51%	42%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	24%	34%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	33%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	41%	35%	24%	30%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	48%	42%	44%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	72%	66%	66%	59%	65%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	28	102	107	NA	NA	NA

- The percentage of Hungarian consumers who came across misleading or deceptive advertisements / offers has increased between 2008 and 2012.
- Hungary has the second highest EU percentage of retailers' correct answers to the three questions asked about prohibited commercial practices.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Ireland

Consumer Conditions Index¹:

69

		Ireland	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	68%	70%	79%	69%	56%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	70%	69%	80%	68%	57%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	76%	77%	83%	74%	58%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	40%	46%	45%	50%	24%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	45%	29%	32%	33%	15%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	37%	38%	27%	26%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	13%	22%	18%	15%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	48%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	100%	100%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 0 checked) ⁴	NA	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	24	29	23	20	23		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	11%	9%	9%	9%	9%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	9%	5%	5%	6%	6%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	45%	40%	21%	12%	26%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	26%	10%	10%	6%	14%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	66%	56%	51%	40%	46%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	87%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	43%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	52%	56%	50%	50%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	7%	3%	6%	1%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	30%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	84%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	58%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	55%	62%	68%	52%	36%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	47%	46%	49%	40%	31%	36%
2.6	Percentage of retailers who have known an ADR body ³	50%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	7%	10%	13%	9%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	62%	67%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	54%	51%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	38%	41%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	25%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	54%	46%	56%	54%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	35%	32%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	86%	78%	83%	75%	65%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	10	13	14	NA	NA	NA

- The percentage of Irish consumers who have come across fraudulent advertisements / offers has tripled between 2008 and 2012.
- On a positive side, the percentage of consumers who trust consumer organisations to protect their rights as consumers has increased during the same period.
- The percentage of retailers who carried out tests to ensure product safety has grown by 20 percentage points between 2008 and 2012.
- Irish retailers are the second least likely in the EU to correctly identify the length of the period during which consumers can have a defective product repaired.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Italy

Consumer Conditions Index¹:

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		Italy	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	40%	44%	61%	48%	39%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	48%	52%	70%	55%	43%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	49%	49%	58%	41%	37%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	37%	36%	24%	47%	29%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	17%	13%	10%	20%	16%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	35%	29%	15%	30%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	19%	19%	12%	21%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	32%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 15 checked) ⁴	100%	20%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	70%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	54	27	88	33	38		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	35%	29%	20%	27%	28%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	22%	22%	21%	21%	37%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	49%	53%	23%	26%	40%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	28%	14%	8%	4%	22%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	42%	44%	44%	27%	28%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	80%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	31%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	52%	47%	56%	58%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	30%	36%	34%	29%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	21%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	75%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	64%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	30%	42%	46%	30%	27%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	24%	26%	35%	20%	32%	36%
2.6	Percentage of retailers who have known an ADR body ³	49%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	3%	2%	4%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	64%	64%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	65%	60%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	18%	27%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	17%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	43%	38%	55%	54%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	43%	28%	36%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	68%	67%	70%	60%	51%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	74	58	NA	NA	NA

- The percentage of Italian retailers who carried out tests to ensure product safety has increased by some 15 percentage points between 2008 and 2012.
- The share of consumers who trust consumer organisations to protect their consumer rights has grown too.
- Italy has the fifth lowest percentage of consumers in the EU who know their rights in case of unsolicited selling.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Latvia

Consumer Conditions Index¹:

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		Latvia	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	51%	52%	38%	31%	35%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	62%	64%	57%	40%	59%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	64%	67%	65%	56%	55%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	49%	33%	32%	33%	27%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	21%	25%	23%	21%	17%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	38%	40%	25%	21%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	18%	34%	30%	21%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	33%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 9 checked) ⁴	100%	22%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	100%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	12	28	28	16	13		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	31%	30%	32%	36%	28%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	29%	28%	17%	17%	32%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	44%	50%	43%	34%	52%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	9%	12%	11%	4%	11%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	36%	41%	43%	25%	44%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	89%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	37%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	43%	40%	43%	31%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	33%	37%	33%	29%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	26%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	62%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	59%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	47%	48%	24%	22%	32%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	40%	39%	19%	18%	26%	36%
2.6	Percentage of retailers who have known an ADR body ³	58%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	6%	13%	12%	3%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	65%	68%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	62%	54%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	33%	34%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	25%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	49%	42%	35%	30%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	39%	28%	25%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	68%	71%	61%	50%	58%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	1	1	NA	NA	NA	NA

- Although with some ups and downs, the share of Latvian consumers who feel adequately protected by existing measures has increased between 2008 and 2012.
- The percentage of retailers who report misleading or deceptive advertisements / offers on the part of their competitors has grown from 21 % in 2009 to 38 % in 2012.
- The share of Latvian consumers who have changed their behaviour as a result of a media story has increased from 30 % in 2009 to 49 % in 2012.
- Latvia has the second highest EU percentage of consumers who did not take action when they encountered a problem.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Lithuania

Consumer Conditions Index¹:

56

		Lithuania	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	47%	39%	33%	30%	25%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	39%	39%	37%	25%	37%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	58%	58%	44%	43%	35%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	42%	35%	35%	37%	24%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	27%	30%	28%	29%	20%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	44%	48%	47%	51%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	24%	38%	43%	46%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	24%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 5 checked) ⁴	100%	40%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	100%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	35	20	44	27	35	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	33%	36%	32%	31%	27%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	21%	18%	17%	14%	16%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	41%	47%	34%	30%	55%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	10%	10%	8%	9%	26%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	25%	27%	36%	46%	31%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	79%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	41%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	45%	43%	42%	33%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	12%	15%	13%	17%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	20%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	64%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	66%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	39%	41%	33%	24%	23%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	27%	27%	18%	12%	17%	36%
2.6	Percentage of retailers who have known an ADR body ³	51%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	6%	13%	11%	6%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	70%	75%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	43%	35%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	15%	29%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	27%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	44%	42%	42%	34%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	28%	19%	18%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	59%	56%	49%	43%	42%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	6	5	9	NA	NA	NA

- The percentage of Lithuanian consumers who feel adequately protected by existing measures has almost doubled between 2008 and 2012 (from 25 % to 47 %). Likewise, consumers' trust in sellers / providers to respect consumer rights has increased from 35 % in 2008 to 58 % in 2012.
- The share of retailers who came across fraudulent advertisements / offers on the part of their competitors has almost halved from 2009 to 2012 (from 46 % to 24 %).
- Lithuania has the fourth lowest percentage of consumers in the EU who know their rights in case of unsolicited selling.
- In addition, Lithuanian consumers are the third least likely in the EU to take action when they encounter a problem.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Luxembourg

Consumer Conditions Index¹:

70

		Luxembourg	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	73%	72%	71%	74%	60%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	83%	81%	78%	75%	60%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	77%	83%	85%	76%	73%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	37%	32%	41%	44%	29%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	32%	22%	31%	31%	14%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	27%	23%	17%	17%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	19%	19%	15%	15%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	51%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 20 checked) ⁴	70%	40%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 8 checked) ⁴	63%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	2	9	5	1	0	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	16%	12%	9%	11%	9%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	12%	7%	16%	11%	5%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	47%	41%	20%	31%	73%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	10%	7%	6%	5%	45%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	47%	43%	29%	34%	56%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	87%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	56%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	63%	59%	74%	51%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	33%	34%	45%	21%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	9%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	74%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	52%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	55%	67%	52%	53%	49%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	50%	48%	35%	31%	19%	36%
2.6	Percentage of retailers who have known an ADR body ³	52%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	7%	7%	9%	7%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	57%	60%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	59%	50%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	25%	25%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	49%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	51%	38%	28%	27%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	49%	38%	37%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	85%	78%	75%	70%	69%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	2.016	2.048	2.112	NA	NA	NA

- The percentage of consumers in Luxembourg who trust public authorities to protect their rights as consumers has been increasing between 2008 and 2012 (from 60 % to 83 %).
- Luxembourg has the lowest EU percentage of consumers who encountered problems when buying or using goods or services. In addition, consumers' perception of the ease of resolving disputes with sellers/providers through courts has been improving between 2008 and 2012.
- The percentage of consumers who have changed their behaviour as a result of a media story has seen a steady increase between 2009 and 2012.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Malta

Consumer Conditions Index¹:

60

		Malta	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	52%	55%	49%	43%	52%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	71%	70%	69%	62%	65%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	48%	54%	49%	45%	58%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	45%	46%	39%	45%	25%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	30%	25%	20%	25%	21%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	35%	41%	33%	37%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	11%	26%	18%	33%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	30%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 5 checked) ⁴	100%	0%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	80%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	25	33	19	14	1		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	17%	13%	15%	20%	8%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	15%	11%	4%	7%	7%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	47%	42%	62%	41%	47%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	17%	9%	10%	15%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	61%	48%	55%	46%	44%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	79%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	50%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	58%	59%	80%	43%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	33%	41%	10%	26%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	17%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	84%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	36%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	45%	44%	34%	33%	31%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	29%	22%	20%	15%	17%	36%
2.6	Percentage of retailers who have known an ADR body ³	45%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	4%	11%	5%	15%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	52%	55%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	73%	67%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	28%	31%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	38%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	40%	36%	43%	39%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	47%	30%	48%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	78%	69%	66%	62%	63%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	23	9	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- The percentage of Maltese retailers who carried out tests to ensure product safety has grown between 2008 and 2012.
- The percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR has increased from 31 % in 2008 to 45 % in 2012.
- Trust in consumer organisations has grown too during the same period.

Netherlands

Consumer Conditions Index¹:

70

		Netherlands	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	68%	74%	69%	64%	74%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	80%	70%	68%	63%	70%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	63%	68%	77%	67%	77%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	47%	56%	46%	55%	69%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	36%	29%	28%	35%	50%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	28%	6%	21%	26%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	10%	15%	10%	12%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	44%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 40 checked) ⁴	85%	20%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 11 checked) ⁴	100%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	45	40	38	73	33	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	9%	7%	6%	10%	4%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	4%	6%	7%	5%	8%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	42%	54%	38%	32%	44%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	20%	18%	17%	20%	23%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	43%	41%	45%	41%	37%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	83%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	35%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	57%	53%	44%	47%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	35%	22%	13%	20%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	36%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	91%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	64%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	52%	57%	51%	39%	57%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	43%	43%	34%	27%	40%	36%
2.6	Percentage of retailers who have known an ADR body ³	67%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	12%	8%	7%	10%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	79%	79%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	55%	45%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	30%	29%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	9%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	43%	37%	36%	27%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	47%	40%	39%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	90%	83%	76%	74%	88%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	8	49	26	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Netherlands has the second highest EU percentage of consumers who encountered problems when buying or using goods or services. At the same time, Dutch consumers are the third most likely in the EU to take action in case of problems.
- The percentage of Dutch consumers who have changed their behaviour as a result of a media story has increased by some 15 percentage points between 2009 and 2012.

Poland

Consumer Conditions Index¹:

57

		Poland	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	55%	57%	49%	41%	45%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	46%	53%	45%	37%	39%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	57%	62%	58%	48%	49%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	56%	46%	37%	58%	44%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	40%	41%	31%	49%	28%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	64%	50%	35%	39%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	28%	41%	40%	32%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	30%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 9 checked) ⁴	100%	50%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	40%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	17	51	68	102	114		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	24%	27%	17%	25%	16%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	26%	18%	13%	15%	20%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	42%	47%	28%	24%	44%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	18%	15%	7%	5%	10%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	29%	36%	47%	45%	50%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	80%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	29%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	52%	48%	50%	47%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	27%	24%	28%	28%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	33%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	88%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	72%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	42%	40%	43%	33%	35%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	27%	27%	21%	17%	21%	36%
2.6	Percentage of retailers who have known an ADR body ³	72%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	11%	7%	7%	7%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	75%	79%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	41%	41%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	38%	39%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	26%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	45%	38%	38%	39%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	28%	27%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	64%	66%	55%	48%	52%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	11	11	11	NA	NA	NA

- Although with some ups and downs, the percentages of Polish consumers who feel adequately protected by existing measures and who trust consumer organisations to protect their rights as consumers have gone up by around 10 and 12 percentage points, respectively, between 2008 and 2012.
- The percentage of retailers who carried out tests to ensure product safety has dropped by more than 20 percentage points between 2008 and 2012.
- Polish consumers give the third lowest percentage of correct answers in the EU to the question about guarantee validity rights.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Portugal

Consumer Conditions Index¹:

62

		Portugal	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	53%	53%	53%	53%	35%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	58%	56%	55%	58%	40%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	66%	58%	53%	46%	39%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	41%	42%	34%	52%	27%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	26%	24%	20%	36%	16%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	48%	32%	29%	40%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	29%	27%	27%	29%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	38%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 39 checked) ⁴	100%	65%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 20 checked) ⁴	70%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	49	54	39	33	17	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	29%	35%	17%	27%	17%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	29%	28%	12%	14%	16%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	36%	54%	14%	20%	48%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	8%	8%	4%	5%	20%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	36%	53%	14%	43%	41%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	84%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	47%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	64%	57%	49%	54%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	41%	35%	19%	35%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	20%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	87%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	67%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	45%	45%	32%	32%	19%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	29%	25%	15%	13%	14%	36%
2.6	Percentage of retailers who have known an ADR body ³	45%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	9%	13%	8%	7%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	36%	41%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	74%	64%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	20%	22%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	40%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	49%	40%	24%	31%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	24%	40%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	78%	69%	64%	68%	46%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	6	21	2	NA	NA	NA

- The percentages of Portuguese consumers who trust sellers / providers to respect their rights as consumers and who trust consumer organisations to protect these rights have increased considerably between 2008 and 2012.
- The share of consumers who find it easy to resolve disputes with sellers/providers through ADR has more than doubled since 2008.
- Portugal has the fourth lowest EU percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, Portuguese consumers appear to be less knowledgeable than their counterparts elsewhere in the EU about the cooling-off period in distance selling (lowest percentage of correct answers) and about their rights in case of unsolicited products. However, the awareness of guarantee validity rights is well above the EU average.
- Likewise, Portuguese retailers are the third most likely in the EU to correctly identify the length of the period during which consumers can have a defective product repaired.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Romania

Consumer Conditions Index¹:

54

		Romania	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	45%	43%	34%	42%	31%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	50%	51%	44%	47%	35%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	51%	54%	48%	48%	35%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	50%	48%	40%	42%	27%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	31%	26%	22%	21%	13%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	57%	48%	48%	38%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	30%	41%	35%	34%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	31%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 18 checked) ⁴	100%	55%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	100%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	27	30	20	0	4	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	48%	50%	44%	43%	38%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	40%	41%	37%	47%	15%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	76%	84%	65%	61%	66%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	16%	18%	11%	15%	16%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	63%	57%	57%	56%	50%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	91%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	55%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	51%	45%	50%	40%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	21%	20%	19%	22%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	15%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	66%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	55%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	56%	57%	44%	43%	30%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	47%	43%	28%	29%	22%	36%
2.6	Percentage of retailers who have known an ADR body ³	32%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	5%	9%	14%	6%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	54%	48%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	61%	47%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	15%	26%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	43%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	55%	51%	43%	43%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	44%	31%	15%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	55%	50%	45%	45%	33%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	3	3	3	NA	NA	NA

- The percentage of Romanian retailers who came across misleading or deceptive advertisements / offers made by competitors has increased by almost 20 percentage points between 2009 and 2012.
- Romania has the third lowest EU percentage of consumers' correct answers to the four questions asked about basic consumer rights. In particular, Romanian consumers appear to be the second least knowledgeable about their rights in case of unsolicited selling. However, the awareness of guarantee validity rights is slightly above the EU average.
- Romanian consumers are the third least likely in the EU to say that they encountered problems when buying or using goods or services. In addition, public perception of redress mechanisms has been improving steadily between 2008 and 2012. The percentages of consumers in Romania who find it easy to resolve disputes with sellers/providers through both ADR and through courts have increased by around 25 percentage points.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Slovakia

Consumer Conditions Index¹:

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		Slovakia	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	51%	53%	51%	48%	41%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	51%	55%	48%	47%	47%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	63%	63%	57%	54%	53%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	69%	57%	47%	55%	46%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	45%	42%	36%	37%	37%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	64%	53%	28%	37%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	32%	37%	30%	30%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	24%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	80%	0%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	90%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	33	38	62	87	140		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	27%	27%	16%	20%	27%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	22%	18%	11%	14%	23%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	25%	46%	27%	21%	48%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	11%	15%	18%	14%	15%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	33%	47%	35%	30%	44%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	77%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	40%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	42%	41%	53%	30%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	40%	48%	73%	72%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	34%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	91%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	73%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	42%	31%	25%	22%	17%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	27%	24%	15%	14%	14%	36%
2.6	Percentage of retailers who have known an ADR body ³	56%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	7%	11%	12%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	76%	77%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	81%	78%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	34%	30%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	29%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	55%	43%	36%	37%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	41%	23%	26%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	62%	53%	47%	46%	49%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	12	13	23	NA	NA	NA

- The percentage of Slovakian consumers who find it easy to resolve disputes with sellers/providers through ADR has increased by almost 25 percentage points between 2008 and 2012.
- Slovakia has the second highest EU percentage of consumers' correct answers to all four questions asked about basic consumer rights. In particular, Slovak consumers are the second most knowledgeable about guarantee validity rights.
- At the same time, retailers' awareness of prohibited commercial practices is third lowest in the EU. In particular, retailers' knowledge of the legal period to have a defective product repaired has decreased substantially between 2009 and 2012.
- Slovak consumers are the fourth most likely in the EU to take action in case of problems.
- The percentage of consumers who have changed their behaviour as a result of a media story has grown between 2009 and 2012.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Slovenia

Consumer Conditions Index¹:

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		Slovenia	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	37%	37%	39%	39%	45%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	34%	33%	42%	44%	41%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	56%	64%	71%	65%	61%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	53%	43%	46%	48%	43%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	28%	26%	33%	39%	28%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	38%	47%	42%	49%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	22%	32%	34%	34%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	36%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit - number of sites which comply with EU consumer law (out of 0 checked) ⁴	NA	NA	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 4 checked) ⁴	100%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	25	21	20	8	27	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	25%	27%	21%	27%	12%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	19%	16%	13%	11%	7%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	39%	49%	21%	18%	48%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	12%	11%	6%	8%	17%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	34%	56%	45%	35%	45%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	87%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	43%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	61%	57%	56%	55%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	13%	10%	12%	13%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	23%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	85%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	75%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	35%	32%	32%	38%	40%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	26%	10%	15%	12%	20%	36%
2.6	Percentage of retailers who have known an ADR body ³	57%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	10%	23%	13%	7%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	68%	64%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	47%	40%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	38%	48%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	35%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	36%	36%	38%	35%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	47%	39%	48%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	58%	48%	53%	57%	55%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	125	222	183	NA	NA	NA

- The percentage of retailers in Slovenia who think a significant number of non-food products are unsafe has been increasing steadily, going up from 7 % in 2008 to 19 % in 2012.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Spain

Consumer Conditions Index¹:

56

		Spain	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures ²	42%	42%	44%	41%	53%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	51%	55%	57%	52%	61%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	52%	61%	57%	52%	63%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	54%	63%	59%	69%	40%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	32%	35%	40%	42%	23%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	37%	34%	29%	31%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	19%	30%	29%	27%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	42%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 26 checked) ⁴	58%	0%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 28 checked) ⁴	86%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	199	189	146	220	163		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	30%	34%	20%	28%	10%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	26%	16%	14%	17%	17%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	33%	42%	35%	37%	52%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	8%	2%	4%	6%	17%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	23%	38%	34%	32%	54%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	87%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	43%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	51%	51%	46%	48%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	34%	35%	34%	29%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	28%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	88%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	48%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	40%	45%	38%	27%	29%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	31%	32%	25%	15%	23%	36%
2.6	Percentage of retailers who have known an ADR body ³	64%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	16%	13%	12%	9%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	81%	82%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	77%	75%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	15%	18%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	9%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	54%	46%	39%	36%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	32%	23%	32%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	75%	67%	64%	61%	64%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	79	NA	NA	NA	NA

- Although with some ups and downs, the percentage of Spanish consumers who find it easy to resolve disputes with sellers/providers through ADR has grown from 29 % in 2008 to 40 % in 2012. Trust in consumer organisations has grown too.
- The percentage of consumers who have changed their behaviour as a result of a media story has increased by almost 20 percentage points between 2009 and 2012.
- While Spanish consumers appear to be more knowledgeable than their counterparts elsewhere in the EU about the cooling-off period in distance selling and guarantee validity rights (second and third highest percentages of correct answers, respectively), they are the least likely to know what to do in case of unsolicited selling.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Sweden

Consumer Conditions Index¹:

66

		Sweden	Previous results					EU averages 2012
		2012	2011	2010	2009	2008	EU27	
	Percentage of consumers who feel adequately protected by existing measures ²	70%	64%	61%	61%	70%	55%	
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	77%	73%	74%	66%	76%	59%	
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	62%	72%	74%	68%	76%	59%	
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	37%	32%	35%	44%	63%	44%	
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	34%	31%	50%	53%	46%	32%	
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	26%	32%	28%	33%	NA	34%	
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	10%	25%	22%	16%	NA	15%	
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	57%	NA	NA	NA	NA	45%	
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 15 checked) ⁴	73%	20%	NA	NA	NA	83%	
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 17 checked) ⁴	88%	NA	NA	NA	NA	80%	
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	13	14	27	29	38	72	

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	29%	25%	20%	22%	15%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	12%	9%	13%	6%	5%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	31%	37%	33%	29%	56%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	8%	12%	7%	12%	20%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	36%	42%	44%	33%	39%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	89%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	27%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	74%	73%	70%	61%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	30%	31%	27%	37%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	36%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	90%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	77%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	39%	37%	34%	27%	45%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	29%	23%	20%	10%	31%	36%
2.6	Percentage of retailers who have known an ADR body ³	64%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	13%	9%	4%	3%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	62%	56%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	51%	49%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	37%	45%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	24%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	60%	40%	36%	35%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	53%	40%	43%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	80%	69%	68%	66%	77%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	148	142	83	NA	NA	NA

- The percentage of Swedish consumers who came across misleading or deceptive advertisements / offers on the part of their competitors has gone down between 2008 and 2012.
- Sweden has the third highest EU percentage of retailers' correct answers to the three questions asked about prohibited commercial practices, and this percentage has seen a steady increase since 2009.
- Swedish consumers are the third most likely in the EU to say that they encountered problems when buying or using goods or services.
- The share of retailers who have used ADR mechanisms has grown from 3 % in 2009 to 13 % in 2012.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

United Kingdom

Consumer Conditions Index¹:

73

		UK	Previous results					EU averages 2012
		2012	2011	2010	2009	2008		EU27
	Percentage of consumers who feel adequately protected by existing measures²	75%	76%	80%	78%	65%		55%
1	ENFORCEMENT							
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer²	78%	79%	82%	70%	65%		59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer²	75%	78%	84%	78%	73%		59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers²	32%	43%	38%	43%	41%		44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers²	24%	25%	23%	25%	24%		32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	26%	22%	23%	23%	NA		34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	9%	15%	16%	10%	NA		15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	45%	NA	NA	NA	NA		45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 45 checked) ⁴	44%	19%	NA	NA	NA		83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 11 checked) ⁴	55%	NA	NA	NA	NA		80%
	PRODUCT SAFETY							
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	146	105	88	104	87		72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	8%	7%	10%	9%	8%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	8%	8%	7%	5%	7%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	42%	46%	14%	16%	30%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	14%	14%	4%	6%	15%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	63%	73%	55%	47%	58%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION						
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	91%	NA	NA	NA	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	49%	NA	NA	NA	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	52%	48%	49%	51%	NA	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	4%	3%	4%	7%	NA	29%
2	CONSUMER EMPOWERMENT						
	PROBLEMS AND COMPLAINTS						
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	31%	NA	NA	NA	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	90%	NA	NA	NA	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	64%	NA	NA	NA	NA	66%
	REDRESS						
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	50%	64%	66%	55%	50%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	46%	45%	51%	29%	37%	36%
2.6	Percentage of retailers who have known an ADR body ³	39%	NA	NA	NA	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	5%	8%	7%	8%	NA	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS						
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	69%	68%	NA	NA	NA	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	49%	40%	NA	NA	NA	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	32%	37%	NA	NA	NA	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	13%	NA	NA	NA	NA	22%
	MEDIA						
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	54%	38%	47%	41%	NA	48%
	SUSTAINABLE CONSUMPTION						
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	34%	22%	26%	NA	NA	41%
	CONSUMER ORGANISATIONS & INFORMATION						
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	86%	81%	80%	75%	71%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	790	315	93	NA	NA	NA

- The percentage of consumers in the UK who trust consumer organisations to protect their rights has seen a steady increase between 2008 and 2012 (from 71 % to 86 %).
- UK retailers are the least likely in the EU to correctly identify the length of the period during which consumers can have a defective product repaired.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

Iceland

Consumer Conditions Index¹:

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		Iceland	Previous results	EU averages 2012
		2012	2011	EU27
	Percentage of consumers who feel adequately protected by existing measures ²	38%	34%	55%
1	ENFORCEMENT			
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	31%	36%	59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	54%	62%	59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	49%	47%	44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	27%	34%	32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	50%	41%	34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	19%	31%	15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	35%	NA	45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 10 checked) ⁴	100%	100%	83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	90%	NA	80%
	PRODUCT SAFETY			
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	2	1	72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	20%	27%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	9%	11%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	43%	35%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	16%	11%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	38%	45%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION			
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	76%	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	20%	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	75%	69%	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	21%	26%	29%
2	CONSUMER EMPOWERMENT			
	PROBLEMS AND COMPLAINTS			
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	23%	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	90%	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	76%	NA	66%
	REDRESS			
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	45%	51%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	29%	29%	36%
2.6	Percentage of retailers who have known an ADR body ³	61%	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	11%	11%	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS			
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	37%	39%	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	68%	64%	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	50%	50%	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	16%	NA	22%
	MEDIA			
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	48%	46%	48%
	SUSTAINABLE CONSUMPTION			
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	42%	30%	41%
	CONSUMER ORGANISATIONS & INFORMATION			
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	57%	62%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	NA	NA	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Iceland has a higher percentage of consumers who give correct answer to the question about what to do in case of unsolicited products than any EU country. However, the knowledge of cooling-off period in distance shopping is well below the EU average.

Norway

Consumer Conditions Index¹:

67

		Norway	Previous results	EU averages 2012
		2012	2011	EU27
	Percentage of consumers who feel adequately protected by existing measures ²	66%	76%	55%
1	ENFORCEMENT			
1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer ²	73%	77%	59%
1.2	Percentage of consumers who trust sellers / providers to respect their rights as a consumer ²	58%	70%	59%
1.3	Percentage of consumers who came across misleading or deceptive advertisements / offers ²	50%	46%	44%
1.4	Percentage of consumers who came across fraudulent advertisements / offers ²	35%	26%	32%
1.5	Percentage of retailers who came across misleading or deceptive advertisements / offers made by competitors ³	26%	30%	34%
1.6	Percentage of retailers who came across fraudulent advertisements / offers made by competitors ³	11%	14%	15%
1.7	Percentage of retailers who always or in most cases trust environmental claims made by competitors ³	53%	NA	45%
1.8	Sweep on consumer credit (2nd stage, November 2012) - number of sites which comply with EU consumer law (out of 27 checked) ⁴	48%	33%	83%
1.9	Sweep on digital contents (1st stage, June 2012) - number of sites flagged for further investigation (out of 10 checked) ⁴	90%	NA	80%
	PRODUCT SAFETY			
1.10	Number of RAPEX notifications under article 12 - serious risk notifications ⁵	3	8	72

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

1.11	Percentage of consumers who think a significant number of non-food products are unsafe³	16%	13%	27%
1.12	Percentage of retailers who think a significant number of non-food products are unsafe³	11%	6%	19%
1.13	Percentage of retailers whose products were checked by authorities ³	47%	53%	43%
1.14	Percentage of retailers whose products have been recalled or withdrawn ³	15%	14%	17%
1.15	Percentage of retailers who carried out tests to ensure product safety ³	41%	41%	45%
	RETAILERS' AWARENESS OF CONSUMER LEGISLATION			
1.16	Percentage of retailers who know where to find or get information and advice about consumer legislation in their country ³	90%	NA	85%
1.17	Percentage of retailers who know where to find or get information and advice about consumer legislation in other EU countries ³	28%	NA	37%
1.18	Average percentage of retailers' correct answers about three prohibited commercial practices ³	69%	65%	59%
1.19	Percentage of retailers who know the legal period to have a defective product repaired ³	12%	13%	29%
2	CONSUMER EMPOWERMENT			
	PROBLEMS AND COMPLAINTS			
2.1	Percentage of consumers who had a reason to complain when buying or using any goods or services in the past year ²	37%	NA	26%
2.2	Percentage of consumers who took action when they had a reason to complain*	87%	NA	83%
2.3	Percentage of consumers who were satisfied with complaint handling by retailer/provider*	77%	NA	66%
	REDRESS			
2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR*	46%	55%	44%
2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts²	41%	43%	36%
2.6	Percentage of retailers who have known an ADR body ³	76%	NA	53%
2.7	Percentage of retailers who have used ADR mechanisms ³	15%	19%	7%
	CONSUMERS' AWARENESS OF THEIR RIGHTS			
2.8	Percentage of consumers who know of cooling-off period in distance selling ²	68%	65%	69%

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

2.9	Percentage of consumers who know the legal period to have a defective product repaired or replaced ²	77%	69%	56%
2.10	Percentage of consumers who know their rights in case of unsolicited selling ²	46%	49%	30%
2.11	Percentage of consumers who have heard of European Consumer Centres ²	10%	NA	22%
	MEDIA			
2.12	Percentage of consumers who have changed their behaviour as a result of a media story ²	50%	31%	48%
	SUSTAINABLE CONSUMPTION			
2.13	Percentage of consumers whose purchases were influenced by their environmental impact ²	35%	24%	41%
	CONSUMER ORGANISATIONS & INFORMATION			
2.14	Percentage of consumers who trust consumer organisations to protect their rights as a consumer²	76%	75%	75%
2.15	National public funding to consumer organisations - (in €per 1000 inhabitants) total executed in 2010 ⁴	3.194	2.520	NA

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.

- Norwegian consumers' trust in sellers/providers to respect consumer rights and satisfaction with existing consumer protection measures have dropped by around 10 percentage points since 2011. At the same time, more consumers report misleading and deceptive advertisements/offers and say they changed their behaviour as a result of a media story. These results may have been, at least partly, influenced by the media attention surrounding the publication of the Norwegian Consumer Council's report on misleading and deceptive practices of food producers shortly before the Eurobarometer fieldwork.

¹ Calculated on the basis of the 12 indicators in bold.

² Flash Eurobarometer 358 — Consumer attitudes towards cross-border trade and consumer protection, 2012.

³ Flash Eurobarometer 359 — Retailers' attitudes towards cross-border trade and consumer protection, 2012.

⁴ Information provided by Member States.

⁵ Rapex annual report 2012.