



European Digital Guarantee – a study for the European Parliament

**prepared in cooperation with Policy Department A for European Parliament's
Committee on the Internal Market and Consumer Protection**

Brussels, 9.2.2017
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The problem in practice

Receipts and guarantee documents:

- ✓ Not collected
- ✓ Thrown away
- ✓ Lost
- ✓ Faded away



Hurdle for enforcement

- ✓ Consumers do not claim their rights
- ✓ Traders refuse to accept consumers claims
- ✓ Court enforcement is cumbersome
- ✓ ADR and ODR schemes do not solve the problem





Affected consumer rights

- Non-conformity (harmonised)

Repair Replacement Reduction of price Refund

- Contractual guarantees



Existing e-receipt schemes

- ✓ Mostly in private sector
- ✓ Public schemes only for fiscal purposes
- ✓ Main types: software for clients allowing digitalisation and/or management of e-receipts and digital guarantee schemes offered retailers

Problems: availability, compatibility and discrimination



Regulating e-receipts schemes in the EU

- Enforcement facilitation
- Information vehicle
- Digitalisation
- Eliminating / preventing possible discrimination



Contribution to the Single Market

- ✓ Facilitating provision of services in the e-receipt sector
- ✓ Harmonising requirements relating to receipts
- ✓ Increasing consumer confidence

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БЕЗ СТАЦИОНАРЕН ОБЕКТ
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Possible solution?

- Regulating software for management of e-receipts
- Possible ways of digitalisation:
 - 1.Obligation to provide consumers with an e-receipt
 2. Standarising paper receipts to enable their digitalisation by consumers



Proportionality of regulation

✓ Which technical solution is least troublesome for the traders?



✓ Which sectors should be covered?



Proportionality of regulation

- Single purchases
- Consumer rights
- Safety of products (withdrawal, product recalls)
- Additional information?





Access to the databank

- No access for the traders
- No access for public authorities
- Compliance with the data protection rules
- Cybersecurity issues (the NIS Directive)



Recommendations

- ✓ Further empirical research
- ✓ Investigating possible technical solutions
- ✓ Consulting stakeholders

