

Better enforcement and modernisation of EU consumer protection rules

IMCO Public Hearing

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Slovak Trade Inspection (STI)

- ✓ state administration body
- ✓ independent in its inspection and decision-making activities
- ✓ fully funded from the state budget
- ✓ the main authority in the area of consumer protection regarding economic interests of consumers
- ✓ market surveillance authority in non-food area
- ✓ provides also inspections according to chemical legislation in area of Biocide Products and dangerous chemical substances
- ✓ protects the passengers' rights in air transport

Right of withdrawal

- ✓ Amendment of CRD - Art. 13 (3), 14 (2) and 16 (n)
- ✓ Limitation of consumer's right of withdrawal
- ✓ Is the best-known and the important consumers' right
- ✓ According to our experience only a few consumers are using the goods more than in brick and mortar shops
- ✓ Compensation for diminishing the value of the goods – not used by traders
- ✓ Burden of proof

Doorstep selling

- ✓ Aggressive and misleading practices of traders
- ✓ Promotion actions for vulnerable consumers
- ✓ Unsolicited visits in consumers' home
- ✓ Amendment of the legislation in SK and CZ 4 years ago
- ✓ Notifications of the promotions (21 days before action)
- ✓ Right of withdrawal – important change

Transparency in online marketplaces

- ✓ Strongly support proposal
- ✓ the online marketplace must state clearly whether the consumer buys the products from a professional or a consumer
- ✓ Information who is responsible from the contract
- ✓ Liability of online marketpalces as intermediaries is missing
- ✓ Right of the withdrawal – digital services

Dual quality

- ✓ Important change
- ✓ Misleading information/ misleading marketing
- ✓ If different ingredients are used then different name of product should be used
- ✓ UCPD being a safety net
- ✓ MSs should be active
- ✓ Methodology

Penalties

- ✓ Amendments of UCPS, UCT, CRD and Price Indication
 - ✓ strongly support such a proposal
 - ✓ Sanctions should not only preventive and repressive but also dissuasive
 - ✓ Important in cross-border infringement

Redress

- ✓ Strongly support the proposal
- ✓ collective redress in case of unfair commercial practices is needed

Thank you for your attention