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MOTION FOR A RESOLUTION

pursuant to Rule 113 of the Rules of Procedure

by Marian Zlotea

on consumer information obligations in standard contracts

Motion for a European Parliament resolution on consumer information obligations in standard contracts

The European Parliament,

- having regard to the existing legislation on contracts,
 - having regard to Title XIV of the Treaty,
 - having regard to Rule 113 of its Rules of Procedure,
- A. concerned at the existing state of affairs regarding consumers' rights and consumer information obligations in standard contracts,
- B. whereas there is no harmonised Community legislation in this area,
1. Calls on the Commission and the competent committees of Parliament to undertake an in-depth analysis of this area where consumers' rights are at stake;
 2. Calls on the Commission to take urgent measures with a view to the determination of consumers' rights as regards standard contracts, including:
 - clear and transparent information on the means of execution, suspension or cessation of the service provided;
 - written notification of the consumer, within a minimum deadline, before the interruption or cessation of the service provided;
 - provisions for penalising economic operators who fail to respect the terms or quality parameters;
 - full information on charges, interest, commissions, guarantees, penalties, compensation and instalments;
 - information on the conditions of compensation for consumers where they have suffered damage at the hands of economic operators;
 - an agreement on the consumer's right to withdraw from the service without additional fees;
 - the drawing-up of contracts in a readable and easily understandable format using at least a 10-point font;
 - procedures for the resolution of any disputes between the contracting parties.