

WRITTEN QUESTION E-3301/09
by Robert Goebbels (PSE)
to the Commission

Subject: Online cross-border purchases

Every year, European consumer centres receive hundreds of complaints regarding online cross-border purchases. The most common problems are linked to deliveries, returns and refunds. Currently since most businesses use consumer contracts according to the legislation of the country in which they are based, adequate protection of consumers from other countries is not guaranteed.

When does the Commission intend to follow up the Green Paper on the Review of the Consumer Acquis by presenting a legislative proposal which would secure full targeted harmonisation with a view to providing the internal market with reinforced consumer protection?

In order to increase consumer confidence, does the Commission intend to introduce a certification system which not only encourages businesses to respect the applicable mandatory rules, but also offers additional guarantees for the consumer?

How does the Commission intend to place greater emphasis on the importance on an effective guarantee of refunds thus increasing confidence in online cross-border purchases?