

**Question for written answer E-011896/2011
to the Commission**

Rule 117

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Subject: Guarantee periods for products purchased in the EU

Under EU legislation (Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees), a consumer purchasing a product in the EU has two years to request its repair or replacement should it cease to work or prove defective.

Despite this, EU consumers buying products under the Apple brand are informed on purchase that the guarantee is only valid for one year.

This is confirmed by Apple's website, whose Portuguese version (<http://store.apple.com/pt/open/salespolicies>) states, under: 'Guarantee limited to one (1) year', that 'all new hardware products are covered by a guarantee limited to one year in case of defects of manufacturing or design'.

These rules appear to be in flagrant contradiction with the EU legislation on guarantees for products acquired within the Union, and are thus prejudicial to Europe's consumers.

1. Is the Commission aware of these facts?
2. Does the Commission believe the information supplied at the point of sale by the vendor or manufacturer, as reproduced on Apple's site, is consistent with the relevant EU legislation, i.e. Directive 99/44/EC?
3. Where an Apple product acquired in the EU proves defective or ceases to work, what guarantee period may the European consumer require or demand from the vendor or manufacturer?
4. Is the Commission aware of any other products or brands which propose a shorter guarantee period than that laid down in Community law?