

**Question for written answer E-006776/2012  
to the Commission**  
Rule 117  
**Louis Grech (S&D)**

Subject: Seventh Consumer Scoreboard (May 2012)

The consumer scoreboard is a vital tool that policymakers and other stakeholders can use to gauge market performance and activity vis-à-vis EU consumers.

The most recent scoreboard highlighted a number of the shortcomings which are currently prevalent in the internal market:

- consumers still feel that they cannot shop across borders with the same ease that they can at home;
- consumers are still not well informed about their rights and obligations within the internal market. In fact, only 12 % of respondents could answer questions about their consumer rights with respect to cooling-off periods, guarantees and what to do if they receive goods they have not ordered. On a related note, businesses are insufficiently aware of their legal obligations towards consumers – only 27 % of retailers knew the time-frame within which consumers are entitled to return defective products.

In the light of the results of the scoreboard, what legislative and non-legislative action does the Commission plan to take?

Which of the more salient conclusions obtained in this study will be addressed and given prominence in the second Single Market Act which the Commission is expected to bring forward in autumn 2012?