

**Question for written answer E-000184/2018
to the Commission**
Rule 130
Miriam Dalli (S&D)

Subject: Consumer rights of Maltese customers

EU Law makes it clear that any consumer in the EU must receive goods or services ordered online from a trader within 30 days, unless something different has been agreed between the trader and the buyer. If the goods or services are not delivered within this timeframe, the consumer has the right to be reimbursed. However, EU law seems to be unclear on whether a consumer has the right to be reimbursed if the goods or services are not delivered because the courier is at fault.

Recently in Malta customers faced a delay in their deliveries from one of the main Maltese courier companies following an unexpected number of parcels received. The Maltese consumer' affairs authority tried to strike an amicable settlement between the company and the consumers.

Does the Commission intend to regulate couriers to ensure that consumers' rights are safeguarded and trade between Member States occurs within a reasonable period of time?

Can the Commission investigate cases where goods ordered through cross-border trade fail to be delivered on time and such a delay is not the fault of the trader?

Can the Commission regulate compensation for consumers who do not receive goods and services ordered cross-border on time?