

Question for written answer E-004158/2021
to the Commission
Rule 138
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Subject: Online platforms and EU consumer rights

Consumer rights in the EU are essential so that people are protected if something goes wrong after or during a purchase. If large online platforms from non-EU countries have a relevant part of their business registered in an EU country and actively target consumers in the single market, surely EU consumer laws and rules apply and should be respected.

1. Can the Commission clarify if this is the case?
2. Does the Commission plan to address situations where there are problematic clauses in its terms and conditions for contracts with EU consumers, for example where there is unclear information about redress and arbitration, the lack of a possibility to return goods within 14 days without giving a reason, or the lack of a two-year guarantee?
3. What actions can the Commission take to help consumers who have experienced difficulties when purchasing from these platforms and have been unable to get recourse?