

ORAL QUESTION H-0545/08
for Question Time at the part-session in September I 2008
pursuant to Rule 109 of the Rules of Procedure
by Giovanna Corda
to the Commission

Subject: Consumer complaints about e-commerce

The findings of a recent European Consumer Centre (ECC) survey have highlighted an extremely large number of disputes involving online purchases (in 2007, 2 583 disputes and 8 834 complaints).

Does the Commission not consider that, in view of the exponential development of e-commerce, it should launch information campaigns to warn consumers against the risks arising from this new form of commerce, and set up urgent and effective procedures to settle such cross-border disputes, especially in the most frequent cases, i.e. non-delivery or delivery of unsatisfactory products?

Tabled: 24.06.2008
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