





You gather information on the options and prices available. Any advertisements or product descriptions must not be misleading.

> You make your choice and buy the goods.





The goods meet your expectations. You are a satisfied customer



keep them.





The goods are what you wanted, but there is a problem with them. They don't do what was advertised, they aren't fit for purpose, or they don't meet the quality you would expect from these types of goods.



Every time you buy something you are entering into a contract. Your contract, if it's not negotiated individually, must not contain clauses that are unfair and to your disadvantage.



no legal right to shops voluntarily allow customers t return or replace



You bought them by mail, online or by telephone, or from a seller visiting your home or workplace.

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You can send them back within 14 days of receiving them,

informing the trader of your

withdrawal of the contract. You should then receive your money back within 14 days. You must pay the delivery costs of

returning the goods unless the trader has failed to inform

you of this obligation.

NB: if you choose a more expensive option than standard

delivery you won't be able to claim

back these additional costs.



MAIL - WEB - PHONE

You discover a of receiving

It is assumed that the problem existed

when you received the

goods, unless the trade can prove otherwise.

Therefore, you have the right to have the goods repaired or replaced for

free, or, if this turns out to be overly burdensome to a price reduction or your money back.

n some countries you m have the right to choose freely between these different remedies.



hev stop working within the first two years, but after the first six months of you receiving them.

ou still have the

right to have the

or, at least, to a

price reduction

or vour mone

back. However, in this case, you

nay have to prove

that the problem

existed when

you received the goods.



They stop working more than two years after you receive them.

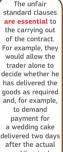
You have no legal rights according to EU law, but the trader or manufacturer may still want to help you.
In some countries
the legislation may offer you additiona rights.



standard clauses ut of the contrac For example, they foresee if you make



don't apply (null and void) but the contract









ou don't receive your money back within 14 days and the trader refuses to give you a refund or does not react at all to your









## **ANOTHER COUNTRY**

other Membe ate, Norway o

Talk to your national consumer authorities or contact your nearest European Consumer Centre at <u>ec.europa.eu/consumers/ecc/</u> for free help and advice!



**YOUR COUNTRY** 

Ask your national consumer associations or consumer authorities for help and advice! See list available at ec.europa.eu/consumers/empowerment/cons\_networks\_en.htm