

## Consumers' attitudes towards cross-border trade and consumer protection

EU27 

Number of interviews: 25.543

Fieldwork: 12/09-17/09/2012

NO 

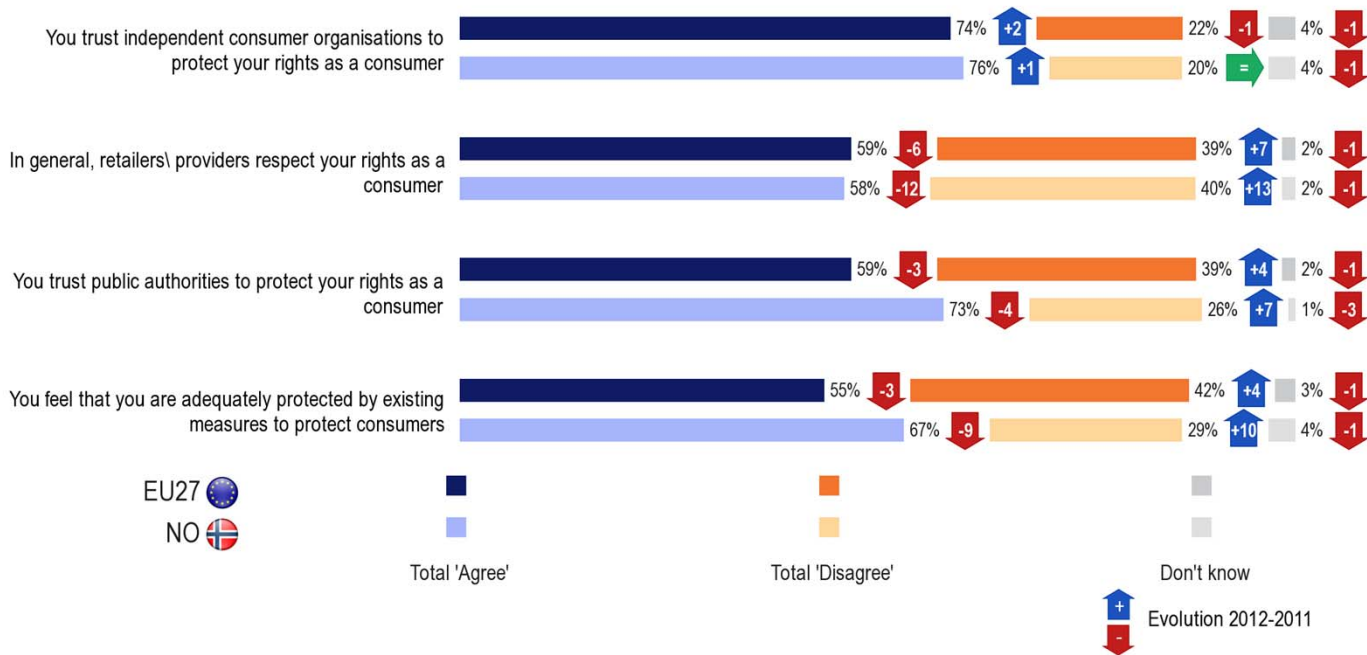
Number of interviews: 1.000

Fieldwork: 12/09-15/09/2012

Methodology: telephone

### CONSUMER LEGISLATION

Q1. How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...



### PRODUCT AND FOOD SAFETY

Q2. Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...?

	EU27		NO	
	FL358	2012-2011	FL358	2012-2011
Essentially all non-food products are safe	12%	=	27%	=
A small number of non-food products are unsafe	55%	- 1	55%	=
A significant number of non-food products are unsafe	27%	+ 2	16%	+ 3
It depends on the product (DO NOT READ OUT)	3%	- 1	1%	- 2
Don't know	3%	=	1%	- 1

Q3. And thinking about all food products currently on the market in (OUR COUNTRY), do you think that...?

	EU27		NO	
	FL358	2012-2011	FL358	2012-2011
Essentially all food products are safe	17%	- 2	38%	- 6
A small number of food products are unsafe	56%	+ 1	49%	+ 4
A significant number of food products are unsafe	24%	+ 2	12%	+ 3
It depends on the product (DO NOT READ OUT)	2%	=	0%	- 1
Don't know	1%	- 1	1%	=

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### AWARENESS OF CONSUMER LEGISLATION

Q6. Suppose you ordered goods by post, phone or the Internet, do you think you have the right to return the goods you ordered 4 days after their delivery and get your money back, without giving any reason?

	EU27		NO	
	FL358	2012-2011	FL358	2012-2011
Yes*	69%	- 1	68%	+ 3
No	24%	+ 1	26%	+ 3
Don't know	7%	=	6%	- 6

\*Correct answer

Q8. Imagine you receive two educational DVDs by post that you have not ordered, together with a 20 euro invoice for the goods. Are you obliged to pay the invoice?

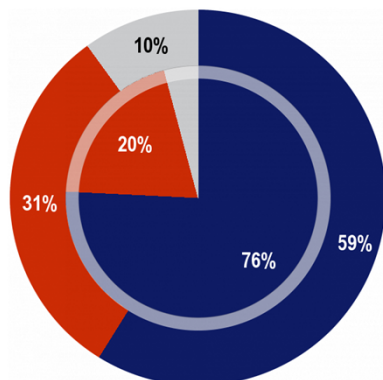
	EU27		NO	
	FL385	2012-2011	FL385	2012-2011
No, and you are not obliged to return the DVDs*	30%	- 5	46%	- 2
No, provided that you return the DVDs	65%	+ 6	50%	+ 5
Yes, you are obliged to pay	2%	=	2%	=
Don't know	3%	- 1	2%	- 3

\*Correct answer

### CONFIDENCE IN ONLINE PURCHASES

Q16.1. How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers/providers in (OUR COUNTRY)



● Total 'Agree'

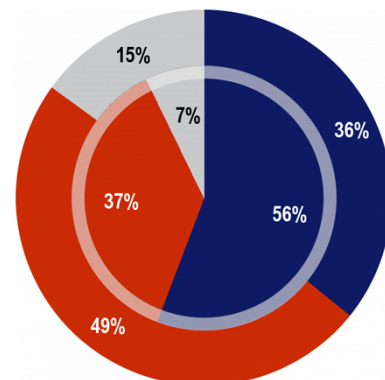
● Total 'Disagree'

● Don't know

EU27 ● Outer pie NO ● Inner pie

Q16.2. How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers/providers in another EU country



● Total 'Agree'

● Total 'Disagree'

● Don't know

EU27 ● Outer pie NO ● Inner pie

### FLASH EUROBAROMETER 358 RESULTS FOR NORWAY

