



# **Study of the functioning of legal and commercial guarantees for consumers in the EU**

**Consumer Markets Expert Group  
28 January 2014**

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## Objective of the study

**Results of the study will help the Commission assess if stepped up enforcement is needed to ensure a more coherent application of the Sales and Guarantees Directive, and will feed into the upcoming REFIT exercise.**

The study will explore

- to what extent sellers and producers are aware of and comply with the requirements of relevant EU and national legislation,
- to what extent consumers are aware of their rights and willing to make use of them,
- what is the nature and prevalence of problems consumers encounter when executing their rights,
- how both the legal and the commercial guarantees are communicated to consumers
- whether the guarantees in practice bring benefits to consumers

## **CMEG members' suggestions welcome**

- Are there any specific problems to be tackled, for example at the national level?
- Suggestions for sectors/product categories to be covered within the following markets:
  - electronic products,
  - ICT products,
  - small electrical household appliances,
  - large electrical household appliances,
  - clothing and footwear,
  - watches,
  - new cars and second-hand cars

## Contributions welcome

- Studies/reports to share
- Contact persons for the stakeholder survey of the national consumer authorities
- Possible issues to be covered by the consumer survey



# Planning for the study

- One-year study to be launched in March 2014

## Contact

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