

# GET TO KNOW YOUR RIGHTS



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A stylized map of Europe and its surrounding regions, with landmasses in yellow and blue and water bodies in light blue. The map is positioned at the top of the page, behind the main title.

# CONSUMER RIGHTS IN THE EUROPEAN UNION

## *You have the right to complain*

If you have bought a product that does not fulfill the requirements of the contract of sale, you have the right to get it repaired or replaced. When the goods cannot be repaired or replaced the consumer has the right to expect a price reduction or to cancel the contract and obtain a refund of the amount paid for the goods. You have 2 years after the delivery date to execute your right to complain.

## *The manufacturer can give you a guarantee*

The manufacturer's guarantee is free of charge. If you claim your rights under a guarantee you have to check its expiry date and territorial scope as well as the address of the repair service. It may happen that it will be impossible to claim your rights under the guarantee in your country.

This type of guarantee is a voluntary and supplementary protection that the manufacturer can give you. This is additional to your legal rights as described above.

## *You have the right to change your opinion*

Buying goods or services from a distance, for example, buying on-line or via mail-order, you have the right to withdraw from the contract within at least 7 working days without additional costs.

## *The European Consumer Centre Network (ECC-Net)*

The ECC-Net assists and helps consumers in the EU countries, Norway and Iceland. The Network promotes knowledge of the European common market and consumer rights, and it also assists consumers concerning cross-border issues between companies and consumers.

The European Consumer Centre Network helps consumers to use the possibilities which are created by the unified market without threat to their health, safety and economic interests.

## *The European Consumer Centre in Poland (ECC)*

The ECC Poland was established in January 2005. The ECC experts provide information about consumers' rights in the EU countries. In the case of disputes between consumers and businesses, the Centre acts on behalf of the consumer. It assists consumers with legal advice, and tries to solve disputes through amicable means /e.g. arbitration, mediation/ with the support of the other European Consumer Centres.

