

Early this month saw the Trade Union movement march on the Dáil protesting against the treatment of staff of Irish Ferries. The movement is concerned that the proposed EU Services Directive will be damaging to Irish workers. We briefly examine what the Directive means for consumers.

This month's consumer question is from a French lady who has a complaint against an Irish florist.

Mary Denise O'Reilly
Editor

- 1. What's bothering you? – Proposed EU Services Directive**
- 2. Consumer query of the month – Comes from a French lady who has a complaint against an Irish florist**

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1. What's bothering you? – Proposed EU Services Directive

The proposed Services Directive is forever, it seems in the news for all the wrong reasons. ECC Dublin wants to offer its view of the Directive which is still very much under consideration in the European Parliament.

The aim of the Directive is essentially to free up the movement of services around the EU. At the heart of the EU project are the four free movements of people, goods, services and capital. After ten years of the internal market it is clear that accessing services in other EU countries is not easy. Existing barriers to trade need to be removed to encourage competition.

The main tenets of the proposed Directive are about making the internal market work better. Over the past few years we have seen the advent of competition in air travel to the benefit of consumers. The Directive will not cure all ills. But it should be at least considered not only in light of what it means to workers in Europe but also to consumers.

2. Consumer question of the month – While on a business trip in Dublin my husband sent me flowers which were of very poor quality. We live in France and don't know who we should complain to?

You should first contact the Irish florist who delivered the flowers to explain that you were unhappy with the service. If you can prove that the flowers were disappointing, by means of a photograph, this will help your case. If you have no such proof it is your word against theirs that the flowers were not what you expected.

If your correspondence with the florist is unsuccessful we will intervene on your behalf citing the Sale of Goods and Supply of Services Act in your defense. It is however crucially important that your claims be backed up with evidence that the flowers were of poor quality.

If you wish to email your consumer queries to us please do so to info@eccdublin.ie

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