



## **ECC Dublin Consumer Monthly**

**October 2006**

Buying in another European country whether on holiday or over the internet is becoming increasingly popular. We take a look at the latest Eurobarometer survey to see what it tells us about Irish consumers' cross-border shopping habits.

This month's consumer question is from a consumer who wants to know what guarantees he has when buying in the EU.

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Editor

- 1. What's bothering you? – Shopping in other EU countries**
- 2. Consumer query of the month – What guarantees do I have when shopping in Europe?**

[www.eccdublin.ie](http://www.eccdublin.ie): European consumer rights online

### **1. What's bothering you? – Shopping in other EU countries**

According to the latest Eurobarometer survey on cross-border shopping on average 1 in 4 people made at least one purchase in another EU country in the past twelve months. This is actually higher for Irish consumers with 1 in 3 buying from traders in other EU countries. The majority of cross-border shopping happens while on holiday or on business trips. Approximately 43% of Irish consumers surveyed spent between €100 to €499 on cross-border purchases which is close to the EU average of 44%. So Irish consumers are shopping abroad and spending significant amounts of money.

Again according to the survey 19% of consumers living in Ireland reported buying online from Irish websites, only 12% purchased from websites based in other countries. This compares with the EU average which was 23% for online domestic purchases and 6% for online purchases made from other countries.

The survey indicates that there is some way to travel to encourage more cross-border shopping. Around two thirds of European citizens believe there are more risks or difficulties relating to making complaints (71%), problems returning a product bought at distance within the cooling off period (65%), falling victim to fraud (68%) facing delivery problems (66%) and being less well protected (56%) if they buy goods and services from foreign EU sellers.

It is an uphill battle for internal market advocates like the ECC Network but one that is worth fighting because of the benefits that come with shopping in a market that has competitors across 25 Member States looking for business.

To read more from the latest Eurobarometer survey click [here](#);

<http://europa.eu.int/rapid/pressReleasesAction.do?reference=IP/06/1268&format=HTML&aged=0&language=EN>

## **2. Consumer question of the month – What guarantees do I have when shopping in Europe?**

There are two different types of guarantees you have when shopping in the EU. The first type is a manufacturer's guarantee which is given in addition to your statutory entitlements and may vary in duration and content. The second type is a statutory guarantee provided by consumer legislation which is identical for all goods bought in the EU. Directive 1999/44/EC on the sale of consumer goods and associated guarantees governs the second type. Under this Directive consumers have a right to a minimum guarantee of two years on goods purchased in the EU. Within the first six months any lack of conformity shall be presumed to have existed at the time of delivery, unless proved otherwise. Within this period the consumer is entitled to have the goods brought back into conformity. The consumer is entitled to ask for the goods to be repaired or replaced free of charge depending on the circumstances.

For more information on the Guarantees Directive please click here;  
[http://www.eccdublin.ie/topics/shopping\\_in\\_europe.html#Guarantees](http://www.eccdublin.ie/topics/shopping_in_europe.html#Guarantees)

If you wish to email your consumer queries to us please do so to [info@eccdublin.ie](mailto:info@eccdublin.ie)

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