



.....Christmas. Apologies for mentioning it so early but we know that many parents are already on the hunt for this year's must-have toys. We know that 70% of the world's toys are made in China, and many parents are worried about Christmas toy purchases following recalls from Mattel earlier this year. The European Commission is working to ensure that consumers are reassured with regard to standards of toys for sale across the member states. Find out more below.

Our customer query this month comes from a person regarding the new EU mobile phone roaming regulation.

If you have had an issue with a purchase from another EU country, please contact us on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie). For information on your consumer rights in a European context, see [www.eccdublin.ie](http://www.eccdublin.ie).

Rosaleen Quinlan  
Editor

### **1. What's bothering you?**

Concerned about Christmas toy purchases? Read more below.

### **2. Consumer query of the month**

I never bring my phone on holidays in Europe as I have found the bills to be enormous in the past.

My husband tells me that the costs are now controlled by the EU. Is this true?

#### **1. What's bothering you?**

**I've been hearing a lot about unsafe toys. How do I ensure that Christmas gifts are safe for my children to play with?**

It is not surprising, following recent media coverage of product recalls, that parents are concerned about the quality standards of toys imported from China. However parents should be assured that legislative measures which strictly control toy safety standards are in place.

You should ensure that:

- the toy carries a CE mark indicating that they conform to the relevant harmonised EC standards and the toy is suitable for the child's age
- instructions for use are clear
- you purchase the toy from a reputable retailer and keep the receipt

If a toy is found to be unsafe, the RAPEX (European rapid alert system) ensures that information about it is immediately circulated to all member states facilitating decisive recall action. In parallel, the Commission is liaising with the toy industry to discuss how further improvements may be made.

## **2. Consumer question of the month**

### **Question**

**I never bring my phone on holidays in Europe as I have found the bills to be enormous in the past. My husband tells me that the costs are now capped by the EU. Is this true?**

### **Reply:**

Your husband is correct. The introduction of the EU Roaming Regulation in 2007 now means that roaming costs for all calls made and received within the EU are now capped. The new maximum limit for making calls is 59cent per minute while the new maximum limit for receiving calls is 29cent per minute\*. Costs are set to drop further over the next two years. You should note however that while the Commission are urging reductions, costs for text messaging and data calls remain high.

\* If you have opted to remain with an existing roaming package from your provider, the Eurotariff will may not apply. Costs include VAT

The European Consumer Centre is funded by the European Commission and the National Consumer Agency.

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