

## OPENING HOURS

### **Shops' general opening hours are:**

Monday – Friday: 09:00 – 12:30

15.00 – 18.00

Saturday: 09:00 – 12:30

Sunday: closed

Many shops are closed half a day during the week. Usually, it is Monday morning or Wednesday afternoon.

In tourist areas, the shops can open on Sundays and holidays.

### **Banks' general opening hours are:**

Monday – Friday: 08:30 – 13:00

15.00 – 16.00

Saturday & Sunday: closed

The Post Bank is located at the post offices and follows the Post Offices' opening hours.

### **Post Offices' general opening hours are:**

Monday – Friday: 08:25 – 13:50

Saturday: 08:30 – 13:00

## DEPOSIT

In Italy, most of the glass bottles are returnable bottles. The deposit varies, according to the type of bottle, from 15–50c.

Shops do not have any legal obligation to take back returnable bottles. It is at their discretion.

Some, although few, plastic bottles, are returnable.

A returnable bottle is indicated by the phrase 'vuoto a rendere' (= returnable bottle).

## TOURIST INFORMATION

Tourist information can be found on the official website for tourism and travel: [www.enit.it](http://www.enit.it)



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**SHOPPING  
ITALY** in EUROPE



**European Consumer Centre Network**

# SHOPPING in ITALY

## YOUR RIGHTS IN CASE OF DEFECT PRODUCTS

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Italy.

As a result of this legislation, all consumers, who buy goods in Italy have the right to a minimum guarantee of 2 years on products. Within the first six months of purchase, any lack of conformity or defect shall be presumed to have existed at the time of delivery, unless proved otherwise. After the first six months, it is up to the consumer to prove that the lack of conformity existed at the time of delivery.

Within this period of 2 years the consumer is entitled to have the goods brought into conformity free of charge. In the first place, the consumer may require the seller to repair the goods or he may require the seller to replace them, unless this is impossible or disproportionate.

Any repair or replacement shall be completed within a reasonable time and without any significant inconvenience to the consumer, taking account of the nature of the goods and the purpose for which the consumer required the goods. If this should not be possible the consumer is entitled to ask for a price reduction (smaller defects) or to have the contract rescinded.

In case of a refund, the consumer does not have to accept a credit note. If the consumer agrees to accept a credit note, they are advised to pay attention to its expiry date. If there is no expiry date, it is, in theory valid for ten years.



Voluntary guarantees given by a producer do not restrict the statutory rights of consumers.

Used or second hand articles: the guarantee period for second hand goods can be shortened per contract to one year, but not less than one year.

## EXCHANGE

A consumer does not have a legal right to an exchange. It is at the trader's discretion. It is at the trader's discretion. Therefore it is important to verify before buying, if the trader allows an exchange, and to obtain a written confirmation – e.g. a note on the original receipt.

## PRICING

- The Italian currency is the euro.
- Prices must be visible in shop-windows, and shown on a price tag for goods inside the shop.
- The price shown is binding for the trader. However, there are still some shops where the goods are not evidently priced. Ask before buying the product in order to avoid surprises.
- The Italian value added tax is usually included in the price on the price tag.

- The trader is obliged to issue a receipt to the consumer.

## TAX

On most goods and services a **20%** value added tax – VAT (imposta sul valore aggiunto – IVA) is charged in Italy. The VAT on food products is **10%**. The VAT on bread is **4%**.

## METHODS OF PAYMENT

The most common methods of payment in Italy are cash, credit, and debit cards. AmerexCo and Diners credit cards are less known.

Traveler's cheques are accepted almost everywhere. In many shops, it is even possible to pay with the EC-card.

## THE SALES

There are two set sales periods in Italy, in winter and summer. Dates and duration are fixed by the Chambers of Commerce.

