

OPENING HOURS

Shops' general opening hours are:

Monday – Friday: 11:00 – 19:00

Saturday: 07:00 – 13:00

Grocery shops' general opening hours are:

Monday – Friday: 06:00 – 19:00

Banks' general opening hours are:

Monday – Friday: 08:00 – 18:00

Post Offices' general opening hours are:

Monday – Saturday: 08:00 – 20:00

Sunday: only chosen offices

DEPOSIT

There is a deposit on bottles.

There is no deposit on cans or plastic bags.

TOURIST INFORMATION

Tourist information can be found via the following link to the official website for tourism and travel:

<http://www.pit.org.pl/>

<http://www.federacja-konsumentow.org>.



European Consumer Centre DUBLIN

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SHOPPING
in EUROPE
Poland



European Consumer Centre Network



SHOPPING in POLAND

YOUR RIGHTS AS A CONSUMER

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Poland. As a result of this legislation, consumers have a right to a minimum guarantee of two years on products. 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. Also important for consumers is that after this period of six months they are still protected against faulty products. Within two years from delivery of the goods the trader still can be held liable for any lack of conformity. However, it is then up to the consumer to prove that the lack of conformity existed at the time of delivery.

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



EXCHANGE

There is no legal obligation on the seller to offer an exchange for a good that is not faulty.

PRICING

- The Poland currency is the PLN (Polish zloty)
- Prices must be displayed clearly with name of the product and weight/quantity.
- The consumer can insist on getting the item for the price indicated on the price tag.
- VAT must be included in the price.
- The seller must issue a receipt on consumer's request.

TAX

On most goods and services a **22%** value added tax – VAT (podatek od towarów i us_ug) is charged in Poland.

METHODS OF PAYMENT

The most common methods of payment in Poland are cash, credit and debit cards.

Retailers can ask for ID on producing a credit or debit card but this rarely requested.

THE SALES

There are sales periods twice a year, winter sales and summer sales, not longer than 3 months each.

