

OPENING HOURS

Shops' general opening hours are:

Monday – Friday: 08:00 – 18.00*

06:00 – 18.00**

Saturday: 06:00 – 12:00

*Small shops / **Groceries

Big shops' general opening hours are:

Everday: 06:00 – 24.00

07:00 – 21:00

24 hours

Banks' general opening hours are:

Monday – Friday: 08:00 – 17:00

Saturday: 08:00 – 12:00

Post Offices' general opening hours are:

Monday – Friday: 07:00 – 19:00

Saturday: 07:30 – 14.00/12.30

DEPOSIT

There is a deposit on bottles (4 SKK ~ 0.10 EUR).

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:

www.skonline.sk



European Consumer Centre DUBLIN

13a Upper O'Connell Street, Dublin 1
Tel: 01 809 0600 Fax: 01 809 0601
www.eccdublin.ie info@eccdublin.ie



ECC Dublin is funded by the European Commission and the Office of the Director of Consumer Affairs



Slovakia

SHOPPING
in EUROPE



SHOPPING in SLOVAKIA

YOUR RIGHTS AS A CONSUMER

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Slovakia. 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 on a good that is not faulty. But some large sellers offer exchange to their customers during first 14 days.

PRICING

- The Slovak currency is the Slovak crown (abbreviated SKK).
- It is not necessary for price to be displayed on a product. If the price is not indicated on the good, the consumer finds it out on the shelf or via price-detecting device.
- 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 to the consumer.

TAX

On most goods and services a **19%** value added tax – VAT (dan z pridanej hodnoty – DPH) is charged in Slovakia.

METHODS OF PAYMENT

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

THE SALES

There are sales periods, which in Slovakia are not restricted by law. The usual sales periods start after Christmas and after the summer season.

