



EU laws on purchasing over the internet

Summary: The EU provides consumer protection for purchases made over the internet.

The objective of the Distance Selling Directive 97/55/EC is to give the consumer the same protection when purchasing goods or services on-line as available when buying in shops.

Under the directive consumers have a number of fundamental legal rights. These include:

- ❑ Provision of comprehensive information before the purchase;
- ❑ Consumer's right to cancel within a minimum of seven working days without giving any reason or penalty;
- ❑ In the event of cancellation the right to a refund within 30 days of cancellation;
- ❑ Delivery of goods or performance of service within 30 days of the order being placed;
- ❑ Protection from unsolicited selling;
- ❑ Protection of fraudulent use of payment cards.

For more information on consumer rights in on-line purchasing visit:

http://ec.europa.eu/consumers/cons_int/safe_shop/dist_sell/index_en.htm