



RETURNING SOMETHING BOUGHT ONLINE?

USE YOUR RIGHTS.



'Hi, I'm Maria. I buy things online all the time. They are often cheaper, there's more choice, and it's convenient to have them delivered directly to my door.'

53% 
of consumers shop online.

EUR 112 billion 
is the total consumers spent online in 2012.



'Recently, I bought a jacket online. But when I received it the colour was not how I had imagined it.'

What do consumers buy online?




-  **32%** Travel and holiday accommodation
-  **32%** Clothes and sports goods
-  **23%** Books, magazines, e-learning materials



'I was worried that I wouldn't be able to send it back.'

15% 

don't shop online because they:

-  Don't trust goods to arrive safely.
-  Don't think that they can easily return them.
-  Don't know that they are protected if things go wrong.



'But then I found out that I have 14 days to return it, no questions asked!'

31% 

don't know that they can return goods purchased online and expect a full refund.
Please note: in most cases you will have to pay for sending back the goods yourself.

KNOW YOUR RIGHTS

From 13 June 2014 you will have 14 days to return goods purchased online, without giving a reason, everywhere in the EU.



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Use your rights
#EU4Consumers

Sources:
Flash Eurobarometer 358, Consumer attitudes towards cross-border trade and consumer protection (2013)
Forrester European Online Retail Forecast, 2012 to 2017
Special Eurobarometer 342, Consumer empowerment (2011)
Eurostat News Release, 15 October 2013