



## FAULTY GOODS?

USE YOUR RIGHTS.



'Hi, I'm Tomasz from Poland. Five months ago, I bought a new washing machine from a trader in Lithuania.'



**56%** is the percentage of EU GDP that comes from household consumption.



'Now, my washing machine has stopped working.'

**15%** 

of consumers report experiencing a problem that needs fixing with a product purchased in the last two years.



'I contacted the trader, who told me that as the warranty was only valid in Lithuania they couldn't help me.'

**39%** 

of consumers don't know that they have a legal right to a free guarantee for a minimum of 2 years from a seller to have faulty goods replaced or repaired free of charge. This guarantee is valid throughout the EU.



'I contacted my local European Consumer Centre who got in touch with the trader. Thanks to their help and the EU laws that exist, I received a replacement washing machine.'

**61%** 

of sellers don't know that they have to provide repairs or replacements free of charge for at least 2 years following purchase (in cases where the goods were faulty from delivery).

**KNOW YOUR RIGHTS**

You have the right to have defective goods repaired or replaced within two years of purchase throughout the EU. You may have additional rights depending on the laws of your country.

