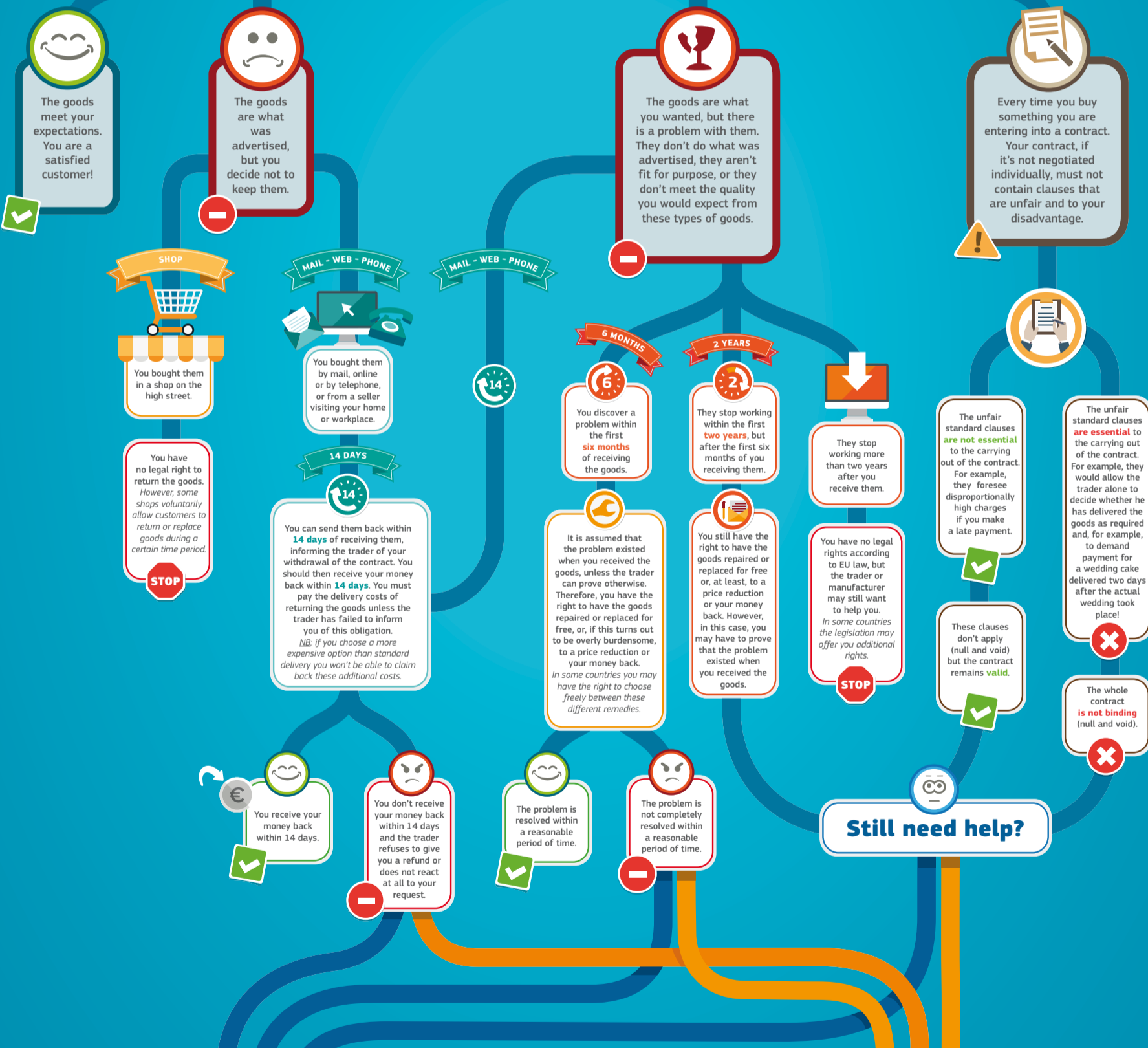


You want to buy something new.

You gather information on the options and prices available. Any advertisements or product descriptions must not be misleading.

You make your choice and buy the goods.

BUY



ANOTHER COUNTRY

It's a trader in another Member State, Norway or Iceland.

Talk to your national consumer authorities or contact your nearest European Consumer Centre at ec.europa.eu/consumers/eccc/ for free help and advice!

YOUR COUNTRY

It's a trader in your own Member State.

Ask your national consumer associations or consumer authorities for help and advice! See list available at ec.europa.eu/consumers/empowerment/cons_networks_en.htm

Please note that this infographic is for information purposes only, and should not be seen as providing any formal interpretation of Community law or national legislation.