



## SIGNING A CONSUMER CONTRACT?

USE YOUR RIGHTS.



'Hi, I'm Christine. I never read the terms and conditions of a contract before signing. They are too long, too complicated, and I can't do anything about them anyway!'

60% 

of consumers only partially read a contract before signing it, or don't read it at all.



'Recently I received a great offer from an electricity provider. Originally the tariff was very low, but within a year it had increased to more than what I had paid with my old provider. When I complained, they pointed me to a clause in the contract which stated that they were free to raise the price unilaterally without notifying me.'

85% 

of consumers think it is important to be able to choose between suppliers of electricity and gas.



29%

of energy in the EU is consumed by households.



'This seemed really unfair, but I didn't know what my rights were.'

36% 

of consumers have little or no knowledge of EU consumer law.



'I looked online for information (at [youreurope.eu](http://youreurope.eu)) and found out that the clause was illegal. So I challenged the company and they let me cancel my contract.'

► **When is a clause unfair?**  
When there is an **imbalance** between the rights of consumers and traders, which **significantly disadvantages consumers**.

KNOW YOUR RIGHTS

You have the right to fair contract terms. If your contract contains unfair terms, you are not bound by them. If the contract cannot be performed without such unfair terms, then the entire contract is non-binding.

