

# BASIC CONSUMER RIGHTS

## 1. Complete the text.

rules content consumers cancel purchase

The Consumer Rights Directive gives [ ] the same strong rights across the EU. It aligns and harmonises national consumer [ ], for example on the information consumers need to be given before they [ ] goods, services or digital [ ], and on their right to [ ] online purchases, wherever they shop in the EU.

deviate diverge provided applies stringent

The directive [ ] to all contracts concluded between a "consumer" and a "trader". Member States may not [ ] from the directive by imposing more or less [ ] provisions unless a specific possibility to [ ] from its rules is [ ] in the directive itself.

package enforcement protection amended

The Directive has been [ ] by Directive (EU) 2019/2161 of 27 November 2019 on better [ ] and modernisation of Union consumer [ ] rules, part of the 'Review of EU consumer law' [ ].

[https://ec.europa.eu/info/law/law-topic/consumer-protection-law/consumer-contract-law/consumer-rights-directive\\_en](https://ec.europa.eu/info/law/law-topic/consumer-protection-law/consumer-contract-law/consumer-rights-directive_en)

## 2. Read the statements below and tick which are consumer rights or result from them.

**STATEMENTS**

**YES / NO**

1. The labels on goods must be in Polish.
2. The consumer has the right to know the name of the shopkeeper.
3. The consumer has the right to know manufacturer of the product.
4. The consumer has the right to express his/her opinion on the product purchased.
5. The producer is free to affect the consumer through advertising.
6. The product doesn't need to contain information about the threat, because the consumer is aware of this.
7. The consumer has the right to make a complaint about the goods purchased.
8. In Poland, there is the Office of Competition and Consumer Protection, which, among others, oversees consumer rights.

### 3. True or false?

1. The customer may complain about any product provided if it is non-compliant with the agreement.  T /  F
2. You can complain about the product if it is covered by the producer's guarantee.  T /  F
3. The customer has the right to make a complaint within two months after discovering the defect.  T /  F
4. The customer may file a complaint about food products within 3 days after opening the package.  T /  F
5. You can make the complaint verbally.  T /  F
6. The customer always has the right to return the goods, even if they are compliant with the agreement.  T /  F
7. The seller has the right to reject the complaint if the goods were of full value, but discounted.  T /  F
8. The customer who bought the products on the Internet has the right to cancel the contract within 10 days without giving a reason.  T /  F
9. The seller must investigate the complaint within 14 days.  T /  F
10. You cannot complain about used products.  T /  F
11. Every product is covered by a warranty, but not every product is covered by a guarantee.  T /  F
12. The shop assistant may refuse to accept the complaint e.g. because of the absence of the shopkeeper.  T /  F