



The European Consumers' Organisation

COMMUNIQUE DE PRESSE
PRESS RELEASE

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Online sales malpractice: Not swept under the carpet

Commenting on the presentation by the European Commission of the results of its investigation on breaches of consumer rights in two sectors (online sales of tickets for cultural and sporting events and online sales of electronic goods), BEUC, the European Consumers' Organisation highlights the importance of increased coordinated EU enforcement actions to check compliance with consumer rights.

The results of the 'electronic goods sweep investigation' that the Commission presented today, revealed that after a very low 2009 outcome, 84% of the websites checked now comply with EU consumer rules. 60% of sites selling tickets for sporting or cultural events however do breach rules on fair commercial practices and basic consumer rights (incomplete information about the price, unfair contract terms or missing contact details of the trader).

Monique Goyens, Director General of BEUC, the European Consumers' Organisation, said:

"We are happy that the Commission's and Member States' joint enforcement efforts are successful. Consumers can only enjoy their rights when traders comply with them. Coordinated efforts to make traders comply with EU consumer rules pay off and therefore need to continue – which is especially important in the fast-changing world of online sales.

"The results of the investigation on event ticketing sites are appalling. The huge number of websites which do not give correct information to online shoppers or offer unfair contract terms clearly indicates the EU must act to improve consumer rights for digital products and services. To set European standards for consumer rights regarding digital products and services in the soon to be adopted consumer rights directive is therefore a must."

ENDS

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