



The European Consumers' Organisation

COMMUNIQUE DE PRESSE
PRESS RELEASE

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EU Consumer Rights Directive: Chances running out to earn its name

The European Parliament's lead committee (Internal Market & Consumer Protection) casts its vote on the increasingly contentious Consumer Rights Directive next Tuesday, February 1st.

The Directive, which revises EU consumer protection legislation on national and cross-border contracts, faces criticism including for plans to harmonise laws across Europe at an unsatisfactory level and for a potential missed opportunity to establish essential rights for online digital purchases e.g. music, video and software.

This upcoming vote presents the penultimate chance to ensure this does not come to pass and to instead boost the confidence of European consumers by providing for a modern set of legal rules for their purchases in the Single Market.

Monique Goyens, Director General of the European Consumers' Organisation (BEUC) commented:

"Across Europe, few consumer rights are as crucial, as frequented and as precious as our daily shopping rights. Boosting consumers' participation in the Single Market requires a modern and solid legal framework with efficient and workable consumer protection for the purchase of goods and services at home or across borders. This includes clear consumer information, a strong right of withdrawal, easy-to-enforce redress means in case something goes wrong and the prohibition of most typical unfair contract terms across the EU. It is clear that online purchases of digital goods must be appropriately covered too.

Next week the European Parliament needs to clearly show to citizens that this review of EU consumer protection legislation is aimed at their benefit, not the contrary."

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