



Consumer conditions survey

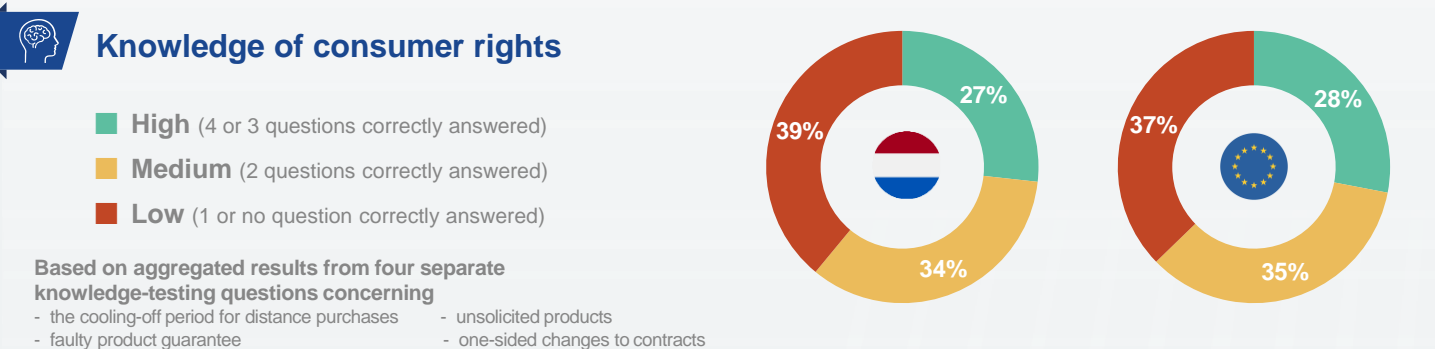
Consumers at home in the single market - 2023 edition

● Netherlands ● EU 27 average | EU 27 range Change since 2018

Consumer confidence



Consumer knowledge



Consumer experience



Note: 'Change since 2018' the sign '-' is shown for questions that were not asked in 2018 or were subsequently reformulated and are not comparable



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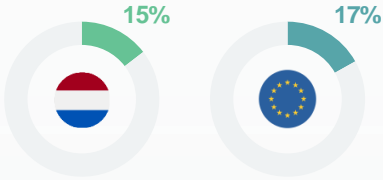
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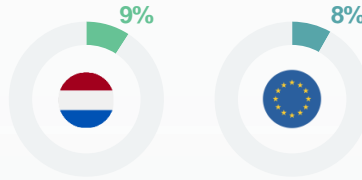
Experienced problems

Experience of problems with goods or services in the past 12 months

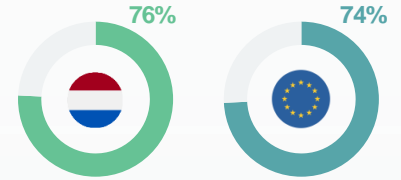
Experienced a problem and took action to solve it



Experienced a problem but did not do anything

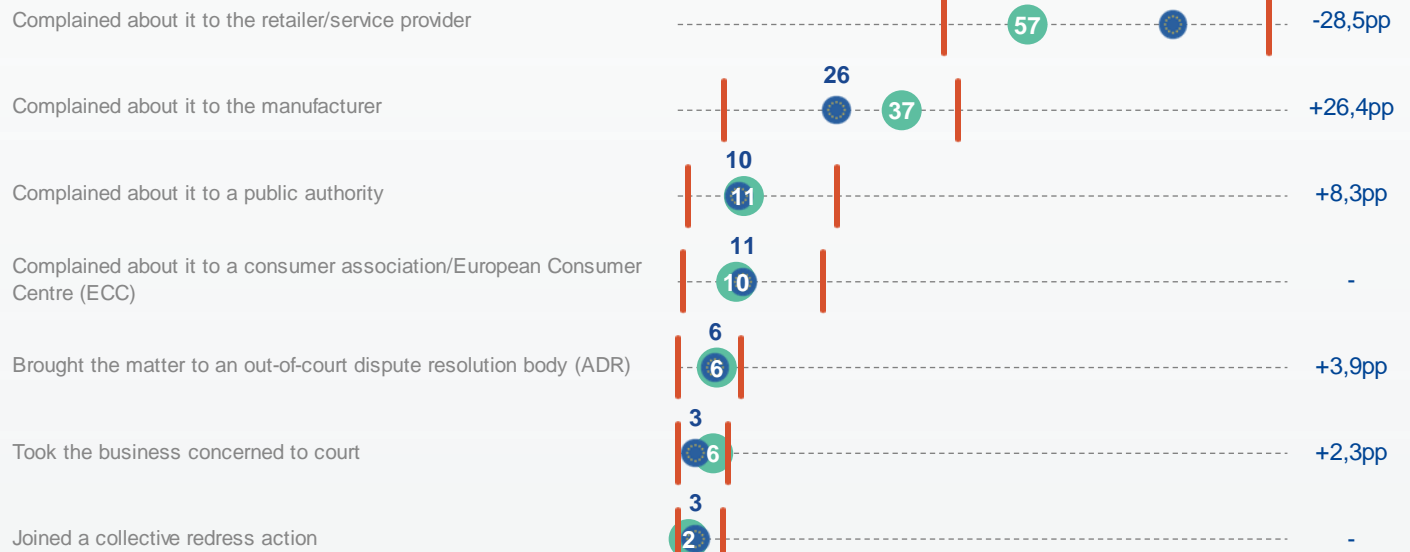


No problems experienced



Action taken

Base: All those who experienced a problem and took action



Reasons for not taking action **

Base: All those who experienced a problem and did not do anything



Note: * New question in 2022 ** Due to small sample sizes country data is indicative



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Experienced problems



Satisfaction with the way the problem was dealt with

Base: All who took each form of action
Very/fairly satisfied



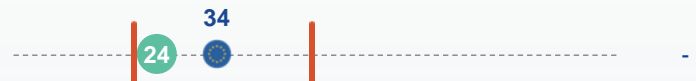
These figures are not included due to small sample sizes

Experienced unfair commercial practices

Have been offered a product advertised as free of charge which actually entailed charges



Have come across advertisements stating that the product was only available for a limited period of time but you later realised that it was not the case



Have been informed you won a lottery you did not know about, but asked to pay some money in order to collect the prize



Pressure selling

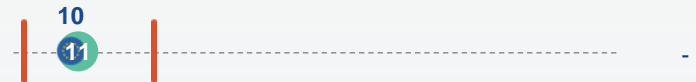
Have felt pressured by persistent sales calls/messages urging you to buy something or sign a contract



Have felt pressured to buy something you did not want during an unexpected visit of a seller to your home



Have felt pressured to buy something you did not want during a product demonstration at a private home, hotel or restaurant



Have felt pressured to buy something you did not want during an excursion organised by a seller



Unfair contract terms

Have had to pay unanticipated extra charges



Have encountered unfair terms and conditions in a contract



Have had a service provider increase the price you have to pay on such a long-term contract without first giving you a chance to end the contract



Other

Have come across other unfair commercial practices



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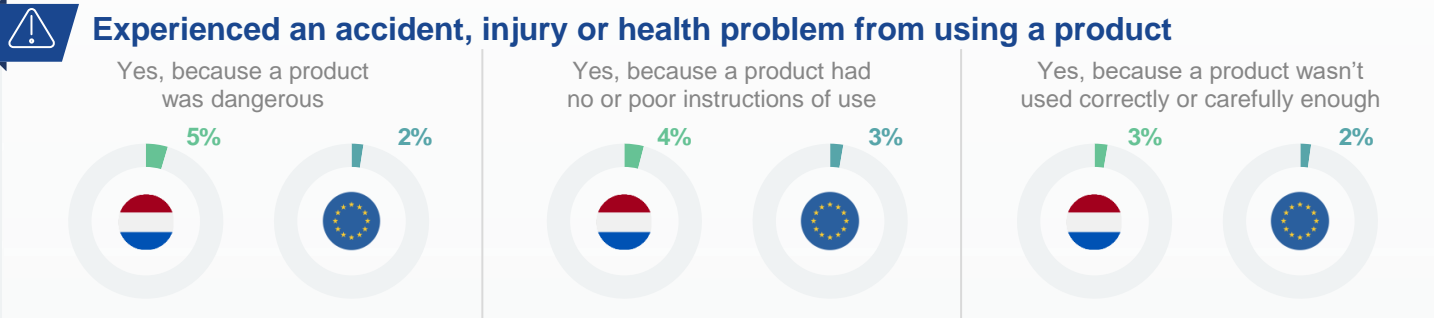


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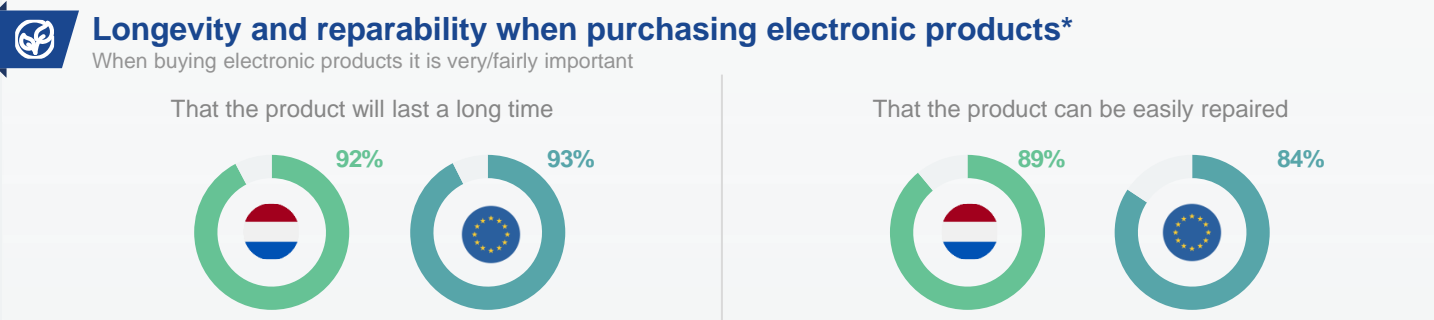
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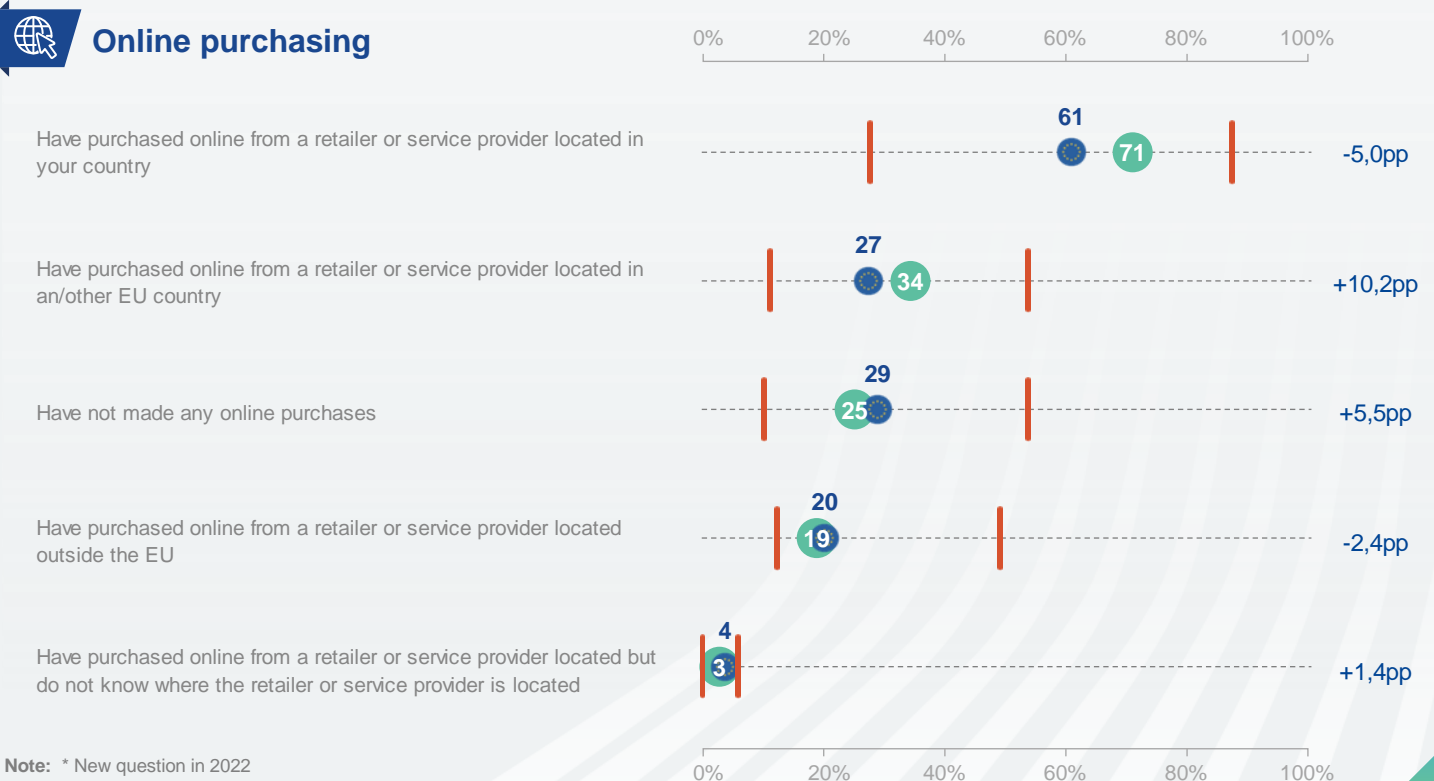
Product safety



Sustainable consumer experience



Online consumer experience





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Online consumer experience

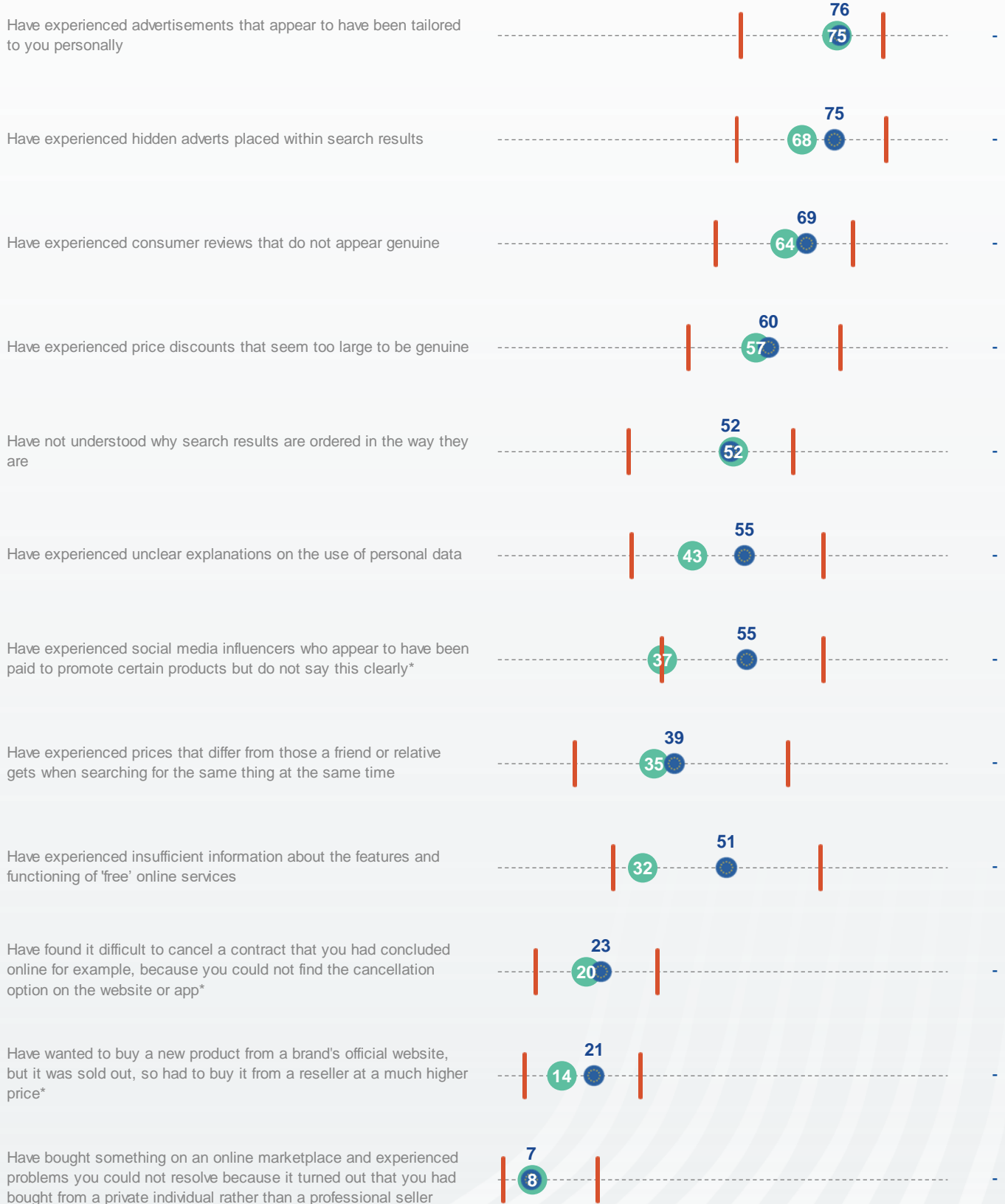


Online commercial practices

Always/Most of the time/sometimes

Base: All those who purchased any goods or services via the internet in the past 12 months

0% 20% 40% 60% 80% 100%



Note: * New question in 2022. 'Change since 2018' the sign '-' is shown for questions that were not asked in 2018 or were subsequently reformulated and are not comparable

0% 20% 40% 60% 80% 100%



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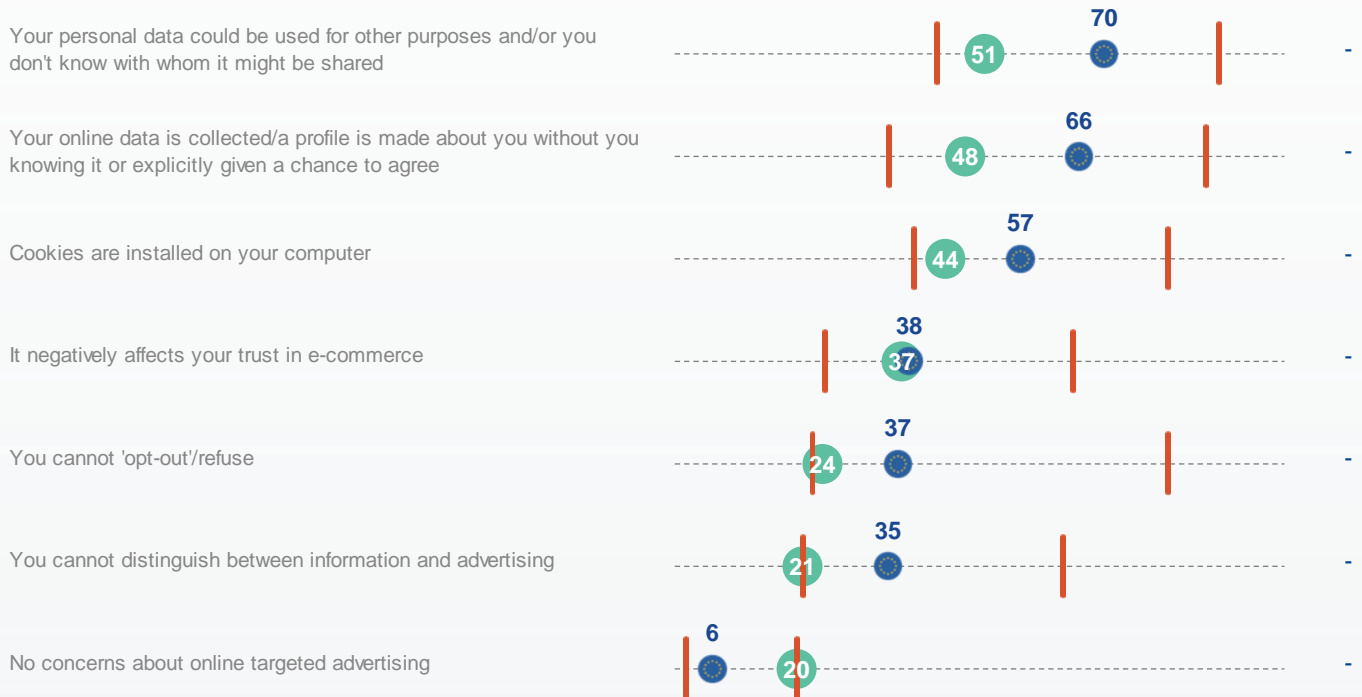
Online consumer experience



Consumer concern about online targeted advertising

Base: All those who purchased any goods or services via the internet in the past 12 months
Concerns that are very important

0% 20% 40% 60% 80% 100%



ABOUT THE SURVEY

The Consumer Conditions Survey assesses consumers' attitudes, behaviours and experiences with respect to domestic and cross-border trade as well as other, related themes. Key topics include consumer confidence and knowledge; online purchasing; product safety; problems and complaints; and unfair and illicit commercial practices. The survey is conducted among representative samples of consumers in each of the **27 European Union Member States (EU27)**, as well as Iceland and Norway.



TECHNICAL NOTE

The survey is conducted by Ipsos among a nationally representative sample of the general public aged 18 and older in each of the 29 countries in scope. The sample size is 1,000 per country except in Luxembourg, Malta, Cyprus and Iceland, where the sample size is 500. In all countries, the survey is conducted using CATI (Computer Assisted Telephone Interviewing). Fieldwork for the latest edition took place between 24 October and 4 December 2022. In this document, the differences between 2022 and 2018 are shown in percentage point (pp) terms.



FURTHER INFORMATION

EC website: https://commission.europa.eu/strategy-and-policy/policies/consumers/consumer-protection-policy/key-consumer-data_en