

Notification by CROATIA of 16 February 2022

UNOFFICIAL TRANSLATION

Article 3(5) and (6) of Directive 2005/29/EC concerning unfair business-to-consumer commercial practices in the internal market

Article 70 of Consumer Protection Act (Narodne Novine (NN; Official Gazette of the Republic of Croatia) No 19/22)

(3) Obliging the consumer to purchase a product or to make any other payment during a free excursion organised by a trader for the purpose of promoting or selling a product shall constitute an unfair commercial practice within the meaning of the provisions of Title IV of Part Two of this Act.

Article 71 of Consumer Protection Act (Narodne Novine (NN; Official Gazette of the Republic of Croatia) No 19/22)

(1) Unsolicited visits from traders to the consumer's home may take place on working days between 8.00 and 20.00.

(2) The consumer may indicate an additional time limit for the visit referred to in paragraph 1 of this Article.

(3) Visits from traders that are made in breach of paragraphs 1 and 2 of this Article and visits to consumers' homes where a ban on such visits is clearly displayed shall be prohibited.

(4) The person making the visit referred to in paragraph 1 of this Article must, at the beginning of the communication, identify themselves and prove their identity and state the purpose of the visit.

(5) Proof of the trader's identity referred to in paragraph 4 of this Article shall be obtained in a manner which makes it possible to establish the identity of the trader, in particular by means of official identity cards and badges of the trader.

(6) The burden of proof of the time when an unsolicited visit to the consumer's home took place lies with the trader.