



Your Europe

<https://europa.eu/youreurope>

Clear writing for Europe 2021 – 13 October



Questions on your rights in the EU? Or your obligations?

Find answers on EU and national websites for citizens and businesses.

Travel

Entry and exit requirements within EU countries – which travel documents do you need to cross borders? Visas, identity cards, passports, etc.

Documents you need for travel in Europe

Passenger rights

Transport and disability [Driving abroad](#)

What can you take with you?

Security and emergencies

Package travel and timeshare

Brexit: travel documents for EU nationals residing in the UK / UK nationals residing in an EU country

Travel and covid: rules and restrictions

Work & Retirement

Rights and conditions for EU nationals working, looking for a job or retiring in another EU country; social security benefits, taxes, qualifications for employment, etc.

Working abroad

Professional qualifications

Unemployment & benefits

Retiring abroad [Taxes](#)

Running a business

Starting, relocating, merging and closing a business, setting up a European company; Intellectual property, Erasmus for Young Entrepreneurs and EMAS registration

Intellectual property

Developing a business [Start-Ups](#)

Consumers

Shopping [Internet and telecoms](#)

Financial products and services

Unfair treatment [Energy supply](#)

Consumer dispute resolution

Taxation

Information on VAT rules, rates and refunds including special schemes for SMEs and supplying digital services. Excise duty rules and company tax.

Excise duties [VAT](#) [Business tax](#)

Product requirements

What are product requirements? How to identify product rules and requirements? How to carry out a conformity assessment procedure? Find out how to draw up technical documentation and an EU declaration of conformity.

Standards [Product compliance](#)

Labels and markings [Chemicals](#)

Recycling and waste management

Your Europe

- **EU info:** multilingual portal that informs citizens and businesses about their rights/obligations in the Single Market
- **User-centred:** explains (no jargon!) how EU rules work in practice
- **National info:** links to content, tools, contact points in member states (role of ‘single digital gateway’)
- **Help:** give access to Enterprise Europe Network, Your Europe Advice, SOLVIT and other support services
- **Visibility:** 41.5 million visits so far in 2020



Last checked: 09/03/2020

Your rights when shopping

ON THIS PAGE

Did you buy your goods in the EU?

Affected by Brexit?

EU consumer protection rules ensure that when you buy goods and services in the EU you have **clear information** on the product or service you're buying, its price, shipping and delivery costs as well as on **your rights when things go wrong**.

Try our easy to use tool to help you understand your rights when you buy in the EU.

Did you buy your goods in the EU?

 Yes - I bought them in the EU No - I bought them outside the EU

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Did you buy your goods in the EU?

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The goods delivered aren't what I ordered

The goods you receive **should match what was advertised or agreed** and what you thought you were buying. If your goods are not what you ordered – for example, the wrong colour, incorrect size, or missing functionalities – you are entitled to a free of charge repair, replacement, or, failing that, a price reduction (on your original purchase) or a refund.

When you buy goods outside regular shops (online or through a catalogue for example), you can always return them under the rules of the **14-day cooling off period** simply because you changed your mind. This means you would be entitled to a full refund. However, you may need to pay for the cost of returning your purchase.

Find out more about [cancelling and returning an order](#)

Sometimes it's **not immediately clear** that your goods aren't what you ordered. For example, if you buy a new laptop online and you only realise some months later that the memory capacity does not match what you ordered. In these cases you are **still entitled to a repair or replacement** to bring the goods into conformity with what you ordered, or, where neither is possible, a price reduction or a refund.

These solutions are your minimum right, however **national rules in your country may give you extra protection**.

Read more about [guarantees and returns in your country](#)

Still need help?



Did you buy your goods in the EU?

Back

Yes - I bought them in the EU

Did you buy new or second-hand goods?

 New goods Second-hand goods

Next

Did you buy your goods in the EU?

Back

Yes - I bought them in the EU

New goods

When you buy new goods from a trader, you are covered by EU consumer rules providing a minimum 2-year legal guarantee if they turn out to be faulty.

Where did you buy your goods?

 In a shop Online, by phone, or from a catalogue

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Did you buy your goods in the EU?

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New goods

Online, by phone, or from a catalogue

What went wrong?

 I changed my mind and decided not to keep the goods The goods are faulty or broken The goods delivered aren't what I ordered My order hasn't arrived My order is damaged

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Thank you