

For Your Attention

Kent Trading Standards update for your local community

Date: 9/08/13

Area: KENT

Know your rights when buying goods or services on-line from an EU business

Cross-border shopping is growing in popularity thanks to the internet but what are your rights when buying goods or services from a business based in the EU?

Know your rights

The E-commerce and Distance Selling Directives give consumers a minimum level of protection when buying goods and services across the EU. The website should include their contact details and all the information you require to purchase the goods or services on offer.

- The Distance Selling Regulations give you an unconditional right to cancel your order and receive a full refund including initial postage costs with the majority of goods and services on offer however there are some exceptions.
- The right to cancel the order begins the moment the contract is concluded and ends 7 working days following the day after you received the goods.
- You may have to pay postage to return the item to the business, so make sure you check their terms and conditions before you place your order.

For free, impartial advice and assistance on cross border disputes, contact the [UK European Consumer Centre](#) where you can find information about your rights before you place your order and if things do go wrong, they may be able to help you to resolve your complaint. www.ukecc.net

You can use their on-line shopping assistant, [HOWARD](#), to check a website before you place your order.

www.kent.gov.uk
tsadvice@kent.gov.uk
08454 040506



For advice on your civil rights and to make a complaint about a business contact
Citizen Advice Consumer Service on 08454 040506.

All complaints will be referred to Trading Standards to be used as intelligence.