

ECC Luxembourg

Quiz « Do you know your consumer rights in the EU ? »

Analysis of the results for 2016

Key Findings

- Only 29% of consumers know that they have no right of withdrawal after a purchase on the premises.
- Only 57% of consumers know that the length of the guarantee for a new item is 2 years.
- Only 58% of consumers know about the length of the right of withdrawal of 14 days for an online purchase.
- 61% of consumers know what Timesharing means.
- 70% of the participants know what the « European Small Claims Procedure » is.
- 73% know what « Phishing » means.
- 82% of the participants know that they can get a compensation in case of a flight overbooking.
- 61,50% of the total answers were correct.

1. Introduction

The ECC Luxembourg has developed in 2016 a quiz to enable consumers to test their knowledge on their consumer rights and to learn more about some rights provided by the European consumer law. This quiz gives a feedback on the consumers' knowledge and the possibility to evaluate the fields where consumers have deficiencies.

The quiz is composed of 7 questions about different topics on European consumer law. They concern the overbooking of a flight, phishing, the right of withdrawal after a purchase on the premises, timesharing, the right of withdrawal online, the length of the guarantee and the European Small Claims Procedure.

The ECC Luxembourg has created this quiz in French (Annexe I), in German (Annexe II) and in English (Annexe III). The quiz has been published online and we promoted it on our website, on Facebook and on Twitter.

As it is also important for ECC Luxembourg to meet consumers physically in order to inform them about their consumer rights, the quiz has also been promoted on the occasion of ECC Luxembourg's participation in fairs and other events.

In the first year, a total of 308 consumers have participated in the quiz until December 31th, 2016.

2. Global statistics of the quiz for the year 2016

This analysis has been made on the basis of all results received in 2016 whether it was by the online quiz or by the paper quiz on the occasion of different events. The ECC Luxembourg has evaluated the responses of consumers that we received during the Student Fair, during one of our « Midi du Consommateur européen » and in a collaboration with the Hochschule of Trier.

The overall results of our quiz for 2016 have been evaluated on the basis of 308 participants.

The ECC Luxembourg noticed that the question with the greatest number of correct answers relates to the right of compensation in case of an overbooking of a flight. 253 consumers

(82%) noted that they have the right to claim a compensation in this case whereas 55 consumers (18%) thought that they cannot obtain a compensation.

In the opinion of the majority of consumers, 225 of them (73%) know that « Phishing » is an online scam technique whereas 83 participants (27%) gave a wrong answer.

Concerning the right of withdrawal after a purchase on the premises, the ECC Luxembourg observed that only 89 consumers (29%) know that they do not have a legal right of withdrawal. 219 of them (71%) wrongly answered that they have a right of withdrawal according to the law.

For 189 consumers (61%), timesharing concerns the real estate field whereas 119 consumers (39%) are ignorant of this notion.

The ECC Luxembourg noted that 178 participants (58%) are aware that they can use their right of withdrawal of 14 days after their online purchases. 130 of them (42%) thought that they are able to withdraw from their contracts during another period.

The length of the guarantee for a new item is 2 years for 177 consumers (57%) who found the correct answer. However, 131 consumers (43%) did not know about this length of the guarantee period.

Concerning the European Small Claims Procedure, 215 participants (70%) know that this is a judicial procedure for litigation with a claim value which cannot exceed €2,000. This procedure is unknown to 93 consumers (30%).

In total, the ECC Luxembourg observes that 61,50% of all answers given by 308 consumers were correct whereas 38,5% of all answers were incorrect.

Analysis of the Quiz ECC Luxembourg – Global statistics for 2016

« Do you know your rights as consumer in the EU ? »

	Number of correct answers	Number of incorrect answers
Overbooking	253 (82%)	55 (18%)
Phishing	225 (73%)	83 (27%)
Right of withdrawal on the premises	89 (29%)	219 (71%)
Timeshare	189 (61%)	119 (39%)
Right of withdrawal on Internet	178 (58%)	130 (42%)
Length of guarantee	177 (57%)	131 (43%)
European Small Claims Procedure	215 (70%)	93 (30%)

Total consumers participating : 308

Percentage of total right answers : 61,5%

Percentage of total false answers : 38,5%

3. Conclusion

The ECC Luxembourg observes that the number of incorrect answers was highest concerning the question about the right of withdrawal after a purchase on the premises with only 29% of consumers who know that they do not have a legal right of withdrawal for this kind of purchases. In our opinion, this unawareness can be explained by the confusion that consumers can make due to the fact that traders often are offering a possibility to withdraw and sometimes even longer withdrawal periods than foreseen by the law.

The ECC Luxembourg also notes that only 58% of consumers know that they have a right of withdrawal of 14 days after an online purchase. This disappointing result can be explained by the fact that the legal right of withdrawal increased from 7 days to 14 days. Furthermore, this period of 14 days is a minimum and a lot of traders provide consumers with longer withdrawal periods. These facts might create a certain confusion for consumers.

Concerning the length of the guarantee for a new item, the ECC Luxembourg notes that only 57% of the participants know that they have a guarantee of 2 years. The unawareness of 43% of the participants concerning this topic might be explained by the fact that the legal regulation on legal guarantees is too « complicated » for consumers and therefore that they mix up the different delays (presumption of 6 months; guarantee of 1 year for used items).

Luxembourg, the 25th January 2017

Annexes :

- I. Quiz in French
- II. Quiz in German
- III. Quiz in English

Testez vos connaissances et apprenez vos droits en tant que consommateurs dans l'Union européenne

1. Qu'est-ce qu'un "timeshare" ?

- Un type de location immobilière
- Un partage de voiture dans le temps
- Une horloge publique

2. De combien de temps disposez-vous pour vous rétracter après un achat en magasin ?

- Pas de délai de rétractation
- 14 jours
- 30 jours

3. Quelle est la durée minimum de garantie d'un objet neuf ?

- 6 mois
- 1 an
- 2 ans

4. Un "overbooking" en matière de vol d'avion permet-il de recevoir une indemnisation ?

- Oui
- Non

5. L'hameçonnage c'est :

- Une technique de pêche
- Une technique d'arnaque informatique
- Une technique pour attirer les clients

6. Quel est le délai de rétractation minimum pour un achat sur internet ?

- 7 jours
- 14 jours
- 30 jours

7. Qu'est-ce que la procédure européenne des petits litiges ("small claims") ?

- Une procédure de médiation
- Un mode de règlement des petits litiges sur une plateforme internet
- Un mode de règlement des litiges inférieurs à 2000€

Testen Sie Ihre Kenntnisse als Verbraucher in der EU und erfahren Sie mehr über Ihre Rechte.

1. Was ist "Timeshare" ?

- Eine Art Immobilienmiete
- Die gemeinsame Nutzung eines Fahrzeugs
- Eine öffentliche Uhr

2. Wie lange ist die gesetzliche Widerrufsfrist für einen Kauf im Geschäft ?

- Keine Widerrufsfrist
- 14 Tage
- 30 Tage

3. Wie lange ist mindestens die Gewährleistungsfrist für neue Sachen ?

- 6 Monate
- 1 Jahr
- 2 Jahre

4. Ist es möglich, im Falle von "Overbooking" eines Fluges eine Entschädigung zu erhalten ?

- Ja
- Nein

5. Unter Phishing versteht man :

- Eine Angeltechnik
- Eine Betrugsmasche
- Eine bestimmte Werbetechnik

6. Wie lange ist mindestens die Widerrufsfrist für im Internet getätigte Einkäufe ?

- 7 Tage
- 14 Tage
- 30 Tage

7. Was ist das europäische Verfahren für geringfügige Forderungen ("small-claims") ?

- Eine Mediation
- Ein Verfahren zur Beilegung von geringfügigen Streitigkeiten über eine Internet-Plattform
- Ein Verfahren zur Regelung von Streitigkeiten bis zu 2000€



Centre Européen
des Consommateurs
Luxembourg

Test your knowledge and learn more about your rights as consumers in the European Union

1. What is timeshare ?

- A type of real estate rental
- Car-sharing during a certain period
- A public clock

2. How many days do you have to withdraw after having purchased an item in a store ?

- No right of withdrawal
- 14 days
- 30 days

3. What is the minimum guarantee of a new item ?

- 6 months
- 1 year
- 2 years

4. Are you entitled to a compensation in case of an overbooking of your flight ?

- Yes
- No

5. Phishing is :

- A fishing technique
- An online scam technique
- A technique to attract new consumers

6. How long is your withdrawal period when buying online ?

- 7 days
- 14 days
- 30 days

7. What is the European small claims procedure ?

- A mediation procedure
- An online dispute resolution procedure
- A dispute resolution procedure for claims under 2000€