

Press release from the European Consumer Centre (ECC) of Luxembourg

Drop-shipping and Pop-up Stores - Knowing your rights as a consumer when shopping

Drop-shipping

Impressive rise in online sales is helping to drive growth the "drop-shipping" phenomenon.

Drop-shipping consists of "selling without having to store what you sell" or even "selling what you don't have".

There are three protagonists in the drop-shipping process:

- The supplier who offers his product range to re-sellers.
- The retailer or "dropshipper" (often influencers) who promotes the products on his e-commerce site.
- The consumer who buys the products on the retailer's site and has them delivered directly by the supplier.

It is therefore an ideal way to do business at a lower cost, as the main tasks, such as stock management and shipping, are subcontracted.

But beware of the commercial strategies of some unscrupulous "dropshippers": the real origin of the product is not clear; the ephemeral nature of the websites excludes any after-sales service.

ECC Luxembourg's advice for your cross-border purchases: Before validating an order on a little-known site, identify the professional in the legal notices, make sure that you have an address to return the product in case of withdrawal and go around the forums as this often helps to check the reputation of a website.

The Pop-up Store

The pop-up retail or pop-up store, is a physical shop that will only be present for a few weeks or months. The Pop-Up Store has taken over the whole world and has established itself on the real estate market as a major trend.

ECC Luxembourg's advice for your cross-border purchases: be doubly vigilant with regard to pop-up stores, by ensuring you have an after-sales service and a traceability of the professional after his "pop-up".

The ECC Luxembourg is part of a network of 30 European Consumer Centres in the European Union as well as in Iceland, Norway and the United Kingdom (European Consumer Centres Network - ECC-Net). Our services are free of charge. The ECC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC.

Contact presse :

Cédric Arnasalon

Juriste

Tel. : +352 26 84 64 603

GSM. : +352 621 408 974

Luxembourg, 03 March, 2021

Cofinancé par
l'Union européenne

