

Press release European Consumer Centre Luxembourg

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Afraid of Black Friday Hangover? How to Handle Post-Sale Regrets

Bought something you're not sure about? You may still have a way out – but only if you meet several conditions.

After Black Friday, the thrill of snagging a deal can quickly give way to second thoughts. If you're feeling buyer's remorse, you're not alone. Fortunately, thanks to the European Union's right of withdrawal, most online purchases can be returned within 14 days. To take advantage of this option, though, you'll need to understand the fine print.

"Black Friday can be a good opportunity for deals, but it can also lead to unnecessary and impulse purchases," explained Thomas Segrétain, Director of the European Consumer Centre (ECC) Luxembourg. "Fortunately, EU law provides for a right of withdrawal. It protects consumers from high-pressure sales tactics and gives them a chance to reconsider."

However, not every item is covered by this right. Here are the five key points you need to know:

1. **Applies Only to Long-Distance Purchases:** The right of withdrawal is valid for most online, phone, or mail orders. Items bought in-store are not covered. However, some shops may offer voluntary returns for in-store purchases.
2. **Notify Within 14 Days:** To use this right, consumers must inform the seller of their decision to withdraw within 14 days of receiving the goods.
3. **Simple Process:** Informing the seller can be as easy as sending an email – no formal letter required. Consumers should keep proof of their notification. Note that some stores rely on a pre-arranged return label system – always check the store's specific return conditions.
4. **Return Within 14 Days of Notification:** After notifying the seller, consumers have an additional 14 days to return the items in good condition.
5. **Return Shipping Costs May Apply:** Consumers are typically responsible for return shipping costs unless the seller specifies otherwise. Some stores offer return shipping free of charge on a voluntary basis, so check the return policy.

Please note however that certain items are not eligible for return under this right, including:

- Personalised or Custom-Made Products
- Unsealed Health or Hygiene Products: Once opened, these cannot be returned for health and safety reasons.
- Digital Content: If accessed or downloaded after purchase, digital content is non-refundable.
- Event Tickets and Bookings: Time-bound services such as travel, tickets, hotel bookings, or rental cars are also excluded.

When You Can Return a Product Even After 14 Days?

There's one situation where you may still return a product after the 14-day deadline: if it is faulty. "Remember that even during Black Friday, your warranty rights apply across the EU," Thomas Segrétain added. "If a product breaks or is defective, you are entitled to a repair, replacement, or refund under EU law."

If consumers have any questions, they can contact the European Consumer Centre Luxembourg directly.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters.

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