



Press release European Consumer Centre Luxembourg

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Black Friday : Tips from European Consumer Centre Luxembourg to avoid the traps!

Black Friday, the European and even global shopping phenomenon, offers the allure of unbeatable prices and incredible deals. However, not all ad promises hold true. We offer some vital tips for safer Black Friday shopping, empowering you to separate genuine bargains from the rest.

- **That new hairdryer is not supposed to give up so**

Whether it is Black Friday or any other day, you deserve products that last. In Europe, you are covered by a legal warranty, even on discounted goods. This means that if your hairdryer or any other product proves to be faulty, you are entitled to a replacement or a refund for up to two years after your purchase.

- **Online purchases come with a return window**

When you shop online, the convenience of trying on products in-store is not available. Whether it is a pair of trousers or headphones, getting the perfect fit is a concern. To address this, you have the freedom to return your purchases within 14 days without the need to provide a reason. We suggest communicating your decision in writing, such as via email to the trader. However, please note that certain items, such as online-booked travel, perishable goods like food, and personalized items such as engraved jewelry, may not be eligible for a return.

- **A trustworthy online shop has more to offer than payment in advance**

Online shops have the freedom to choose the payment methods they offer. It is their responsibility to inform customers about the available options before customers finalize their orders. Shops that only accept advance payment should be approached cautiously. European law dictates that no additional fees should be charged for commonly used payment methods such as credit card, SEPA direct debit, and SEPA bank transfer.

- **Credit card payments can be undone**

While Black Friday brings tempting shopping deals, it can also come with dubious offers and scams. If you choose to pay with a credit card, you can in most cases cancel unauthorized transactions through a chargeback procedure. In the event of a problem, the first step is to try to resolve the dispute with the trader. If that doesn't work, contact your bank to initiate the charge-back



- **Online shops use ‘almost sold out’ tactics to pressure you**

«Only 10 minutes left», «7 other people are looking at this item», «Only three items left in stock»... Don't be fooled by the "dark patterns" used by many websites, applications, social networks and search engines! In fact, these countdowns, buttons or alarming messages are designed to encourage consumers to click, buy, subscribe or provide personal data.

We hope that these tips will give consumers the tools they need to enjoy Black Friday to the full.

Karin Basenach, Directrice du CEC Luxembourg souligne : « Il est sans surprises que ce jour-là, les consommateurs réagissent aux différentes offres promotionnelles, mais nous souhaitons leur rappeler que, pour le Black Friday ou tout autre jour de l'année, le CEC Luxembourg est leur à disposition pour des achats éclairés »

Karin Basenach, Director of ECC Luxembourg points out: "It's no surprise that on this day, consumers react to the various promotional offers, but we would like to remind them that, for Black Friday, Cyber Monday or any other day of the year, the ECC Luxembourg is at their disposal to make informed purchases".

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxemburg (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. Our services are free of charge. The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government and the Union Luxembourgeoise des Consommateurs (ULC).

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