



Press release European Consumer Centre Luxembourg

Luxembourg, 13 February 2024

Valentine's Day is all about the pleasure of giving

With the Valentine's Day just around the corner, some people are tempted to offer their partner a gift. But be warned, depending on if you buy your gift in a shop or online, the conditions may change.

- **In-store purchase**

If the gift you've bought in a shop doesn't make your loved one happy, in principle, you don't have the right to exchange it. Indeed, vendors do not always accept exchanges or returns, except in the case of a commercial gesture. This is obviously not the case if the gift purchased is faulty or does not correspond to the initial offer. In these cases, you are entitled to a repair, a replacement or, if this is not possible, a refund or a reduction of the purchase price.

- **Online purchase**

If you buy your Valentine's Day gift online, you have 14 days to withdraw, without having to specify any reason. The only costs you may be charged are the cost of returning the item, or a proportional amount corresponding to the part of the service carried out prior to withdrawal. However, there are exceptions, such as the purchase of customised products or a leisure offer booked for a specific date. So think carefully before buying a piece of jewellery with an engraving, a clothing item with a personalised print, or a concert ticket. This also applies to rapidly perishable goods such as cut flowers.

- **Looking for inspiration? You can also opt for a voucher!**

In Luxembourg, Belgium and France, the vendor issuing the voucher may also set the conditions for its use. As a result that a voucher that has passed its expiry date can no longer be accepted. Nevertheless, as a commercial gesture, some vendors will still accept the voucher, extend its validity or refund the amount of the voucher. However, there is no legal obligation to do so.

In Germany, the law allows the validity of a voucher to be restricted.



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. 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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