

# **Retailers Guide to New Consumer Directives 2013**



## Cancel the Order

**Consumers have 14 calendar days to change their minds and return the goods for any reason**

<b>Now</b>	<b>2013</b>
<b>7 days</b>	<b>14 days</b>

## Period for Refunding

**Retailers currently have up to 30 days to provide a refund. This will be reduced to 14 days from the date of notice of cancellation.**

<b>Now</b>	<b>2013</b>
<b>30 days</b>	<b>14 days</b>

## Pay for Returns

If retailers want the consumer to bear the cost of returning the goods then it must clearly inform the consumer of this in advance

Now	2013
Not Informed	Must be clearly stated

## Charges for use of credit cards and hotlines

**Retailers must not charge more than actual costs for use of credit cards or any other method of payment, or hotlines.**

Now	2013
Overly Charged	Surcharge cant be added and calls must only cost standard rate

## Prohibition on pre-ticked boxes

**The consumer must positively opt in or tick the box in order to select the relevant products additional extras - i.e product / newsletter**

<b>Now</b>	<b>2013</b>
<b>Pre Ticked Boxes in Practice</b>	<b>Pre-selected boxes not Allowed</b>

## **When does the Directive come into force?**

**Currently anticipated to be Autumn 2013**

## **What do I need to do?**

- **Review current processes to see how many changes will need to be made to comply with the new laws.**
- **Plan for changes**
- **Updated terms and conditions**

## What can we do?



- Setup eBay. Amazon. PlayTrade Shops
- Provide Training & Consultancy
- Help you to Re-Market your costumers
- Guide you to expand to Europe

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