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| from: | General Secretariat |
| to: | Permanent Representatives Committee/Council |
| Subject: | Proposal for a Directive of the European Parliament and of the Council on consumer rights - Outcome of the European Parliament's first reading (Brussels, 23-24 March 2011) |

I. INTRODUCTION

The Rapporteur, Mr Andreas SCHWAB (EPP, DE), presented a report consisting of 215 amendments (amendments 1-215) to the proposal for a Directive of the European Parliament and of the Council on consumer rights on behalf of the Committee on Internal Market and Consumer Protection. In addition, 49 amendments were tabled (amendments 216-264).

II. DEBATE

The Rapporteur, Mr Andreas SCHWAB (EPP, DE), opened the debate by genuinely thanking MEP Diana WALLIS, (ALDE, UK) Rapporteur for the opinion of the Committee on Legal Affairs, the shadow Rapporteurs MEP Evelyne GEBHARDT (S&D, DE), MEP Emilie TURUNEN (Greens/EFA, DK), MEP Robert ROCHEFORT (ALDE, FR), and MEP Kyriacos TRIANTAPHYLIDIS (GUE/NGL, CY) as well as MEP Adam BIELAN (ECR, PL), and:

- stressed that the European Parliament had demonstrated a cross-parties line in the interest of consumers and Internal Market;
- considered that the Internal Market meant harmonization, which had not been the case so far, but that for other aspects not directly related to it, freedom could be left for Member States in order to achieve a balanced legislation;
- highlighted the improvements brought by the compromise, especially the consumer protection: right of withdrawal (14 days), having the possibility to get the contract by email or in writing (for doorstep selling), and a greater level of transparency for Internet shopping;
- stressed that the Directive had been made workable for SMEs and small businesses, for instance by allowing a right of withdrawal by telephone, or by addressing the issue of a genuine right of return of goods, and by aiming at a standard form facilitating the right of withdrawal;
- indicated that common principles were not enough, as evidenced by the Euro crisis, and that common rules which underpinned common principles were the solution;
- concluded that uniform rules guaranteed legal certainty, and that cultural diversity had been taken into account.

Minister Enikő GYŐRI, President-in-Office of the Council, took the floor and:

- welcomed the opportunity to speak about this important proposal, and recalled that agreement was reached in Council in December 2010, with the Council formally adopting a general approach on 24 January 2011;

- stressed that agreement in the Council had been reached only after more than two years of discussion about what would be the best balance between the consumer rights at the EU level and existing legislation of Member States and those aspects of consumer rights which could therefore be harmonised;
- illustrated the difficulties of the proposal by stressing that more than sixty meetings of the Council Working party had been needed in order to reach a qualified majority, and that despite of that it had proved impossible to have an agreement on Chapter IV (sales of goods) and Chapter V (unfair clauses), which ultimately led to the decision to delete these Chapters and concentrating on off-premises and distance consumer contracts, as supported by the Commission since the Council's text offered added value at EU level.
- indicated that the Presidency believed that the European Parliament could give a further impetus to the discussion by deciding to refer the matter to the IMCO Committee, in which case the Hungarian Presidency would be committed to trying to reach an early agreement, ideally at first reading, but depending on which amendments would be adopted;
- stressed that reaching an early agreement at first reading could be envisaged by focusing on Chapter I (definitions) and Chapter III (distance and off-premises contracts), since the Council's general approach was not so different from the Parliament's draft amendments voted by JURI and IMCO Committees, and because a true European added value could be achieved;
- concluded by declaring the Presidency ready to cooperate fully with the Parliament and the Commission in order to achieve a successful result, even if the outcome might not be the one expected, as long as it was in the interest of consumers.

Commissioner Viviane REDING wished to start her intervention by recalling the completion of the 20th anniversary of the single market, which should bring benefits to both consumers and businesses and:

- considered that the negotiation, which lasted for two years, had shown that reaching an agreement on the whole Directive on the basis of the Commission proposal had turned politically very difficult, and that a decrease in the level of national consumer protection should be avoided;
- expressed her gratitude to the committees and the Rapporteurs, as well as to the shadow Rapporteurs, for the search of a compromise, and indicated that the Council's general approach narrowed the scope of the proposal and targeted distance and off-premises contracts only;
- indicated that the Council's general approach was a good starting point for finding a good compromise, since it aimed at improving the functioning of the internal market while creating added value for consumers, but that further increases in consumer protection should be agreed since the Commission proposal aimed at becoming a rights directive;
- declared that the Commission could accept Amendment 122 (on the charging for sending back goods after withdrawal), was not opposed to Amendment 116 (on the extension of the withdrawal period for consumers not informed of their right of withdrawal), could support part of Amendment 107 (paragraph 1(a) and (b) on the fighting of internet cost traps), but could not accept Amendment 141, since it obliged distance traders to supply goods or deliver services in any other Member State;
- declared herself confident that an acceptable and balanced compromise could still be found.

Diana WALLIS, (ALDE, UK) Rapporteur for the opinion of the Committee on Legal Affairs (JURI):

- thanked the Rapporteur for his work;
- stressed the difficulties posed by differing legal concepts, which formed a barrier to real consumer possibilities and SME possibilities within the internal market;

- indicated that the Legal Affairs Committee would have liked to have done more, for instance on the Chapter dealing with unfair clauses, and particularly in the area of transparency, since it was important in terms of internal market and of consumer rights;
- concluded that the exercise of reviewing the consumer acquis had been carried out, even though not on all the Directives, and that discussions on this issue should continue.

Sirpa PIETIKÄINEN (PPE, FI), Rapporteur for the opinion of the Committee on Economic and Monetary Affairs (ECON):

- thanked the Rapporteur for his effort, considering the improvement which could be brought to the Commission's proposal;
- wished to raise three issues: the inclusion of digital goods in the proposal, the clear signal for the development of alternative dispute resolution methods, and that small and/or innovative financial products be dealt with either in specific financial sector directives or in a future consumer protection directive;
- hoped that steps taken by the Commission to ensure a high level of consumer protection lead to full harmonisation of consumer protection regulation in the European Union.

The following speakers intervened on behalf of the political groups.

Speaking on behalf of the EPP Group, Raffaele BALDASSARRE (EPP, IT):

- praised the Rapporteur for obtaining such a good cooperation between the JURI Committee and the IMCO Committee;
- indicated that having different levels of harmonization would bring important results which will in turn produce an added value for European citizens, especially the 14 days right of withdrawal and the new information requirements as regards the price, the identity and localisation of the selling party, elements which bring more confidence in transborder purchases by creating the necessary legal certainty for e-commerce;

- stressed that the Directive could be the base for additional measures ranging from the European contracts legislation review to the mechanism of alternative disputes settlement, for harmonization is a sine qua non condition for an Internal Market focused on consumer rights and at the service of European citizens;
- concluded that the compromise was in full compliance with professor Monti's report to President Barroso which highlighted that consumers and their well being should be at the centre of the next phase of the Internal Market.

Speaking on behalf of the S&D Group, Evelyne GEBHARDT (S&D, DE):

- stressed that the negotiation was tough since opinions were different initially, but that after the Committee vote the S&D Group was in a position to support the compromise package when voting in Plenary;
- indicated that having minimum harmonization rules with derogations for what was already fully harmonized was a good compromise;
- stressed that taking social services, health services and gambling out of the scope of the Directive was an important aspect of the compromise because these matters required specific legislation;
- considered that information duties to consumers had been reinforced, but that deleting Chapter II led to the deletion of important points of information provisions, which was not acceptable for the S&D Group;
- indicated that electronic products had been included in the compromise, since they were not in the Commission proposal, because such an inclusion was necessary considering distance selling on Internet;
- stressed that the way in which Chapter V (Unfair clauses) had been dealt with did not satisfy at all the S&D Group, and that work should continue as regards this issue;
- highlighted that further in depth discussion was needed as regards financial services, which were covered by the Commission proposal but had been taken out in the compromise;
- concluded by stressing that the vote in favour of the compromise package and the referral to the Committee did not imply at all the support of the S&D Group to a first reading agreement.

Speaking on behalf of the ALDE Group Robert ROCHEFORT (ALDE, FR):

- considered that the proposal was important and included major steps forward such as distance sales, including on Internet, since e-business benefited consumers, SMEs and handicraft;
- indicated that selecting a number of specific topics in order to proceed to a complete harmonization of rights and duties of all parties was the only European way, in order for citizens from different Member States to benefit from the same protection;
- stressed that some habits would have to change, especially purely national legal specificities, because living in Europe meant changing habits for the benefit of general and community interest;
- considered that even if the text should still be improved by negotiating with the Council and the Commission, and that the work made by the Rapporteur already contributed to it, the fact that all political groups would unanimously vote on the Amendments was a strong message for keeping consumer's trust in the Internal Market.

Speaking on behalf of the ECR Group Adam BIELAN (ECR, PL):

- thanked the Rapporteur for his work during these two and a half years which led to legal certainty as regards Internet transactions, and therefore more confidence for citizens in these areas since rights had been reinforced and clarified;
- hoped that the distance selling provisions in the Directive would be an impulse for electronic transactions, which in the end would result in improving the economy;
- indicated that the negotiation had consisted in finding a balance between consumers interests and the lowest possible level of negative effects for business, especially European SMEs;
- stressed that the compromise was a pragmatic text with mixed harmonization levels where high levels of consumer protection would not have to be lowered in the Member States concerned;
- considered that the JURI Committee had negotiated Chapter V in the appropriate direction;
- concluded that the next steps of the negotiation would help addressing the remaining differences with the aim of obtaining the higher benefit for consumers and business.

Speaking on behalf of the Greens/EFA Group Emilie TURUNEN (Greens/EFA, DK):

- indicated that the Internal Market was a cornerstone of European cooperation, and that the European citizen had to be at the heart of the Internal Market;
- considered that the compromise was a complete recast of the 2008 Commission Proposal;
- stressed that the European Parliament would focus on rules which would benefit both citizens and business, which was certainly the case with distance selling provisions, e.g. the 14 days right of withdrawal and the common rules for returning goods;
- indicated that the fact that intangible goods, for instance downloading a software, were also covered was an important element for the Greens/EFA Group;
- highlighted that the Greens/EFA Group still wanted something broader and more ambitious;
- concluded that the compromise, from the political point of view, was certainly benefiting citizens.

Speaking on behalf of the GUE/NGL Group Kyriacos TRIANTAPHYLLIDES (GUE/NGL, CY):

- stressed that the GUE/NGL Group, from the very beginning of the negotiation, was against the unavoidable reduction of consumer rights;
- indicated that Commission proposal was a red line, since a global harmonization of consumer rights meant a levelling down of consumer protection in the EU;
- considered that the European Parliament compromise was of a different perspective and based on the concept of a mixed harmonization leaving for member States the possibility to enhance consumer protection;
- stressed that taking social services, health services and gambling out of the scope of the Directive was important for the GUE/NGL Group since those activities are not based on a trader/consumer relation;
- concluded that support for the European Parliament compromise did not imply in anyway a blank cheque for the Commission, and that attention should be paid to aspects which were important for the GUE/NGL Group, in particular distance selling provisions.

Speaking on behalf of the EFD Group Oreste ROSSI (EFD, IT):

- considered that the Consumer Rights Directive was an illustration of the difficulties of EU Institutions of delivering major acts of legal and political importance when they were needed;
- nevertheless considered that the compromise contained positive achievements such as the right of withdrawal while protecting SMEs;
- insisted on the need not to remove the "key plusses" during the coming negotiations with the Council;
- declared that the EFD Group was ready to vote in favour of a higher level of harmonization as long as it was in line with the interests of the citizens and SMEs and did not hamper the rights of the Member States;
- invited the Council to back the Amendments to be adopted by the Plenary.

Speaking on behalf of the Non Inscribed members, Franz OBERMAYR (NI, AT):

- considered it difficult for citizens to understand the content of some rights, for example when it comes to downloading, and that therefore a right of withdrawal was needed;
- indicated that nevertheless, with door to door selling, where there was a risk of being misled, not overloading businesses should be kept in mind;
- concluded that a far reaching consumer protection was needed, but that the interests of businesses had to be taken into account.

Anna Maria CORAZZA BILDT (EPP, SE):

- welcomed the compromise as a very good step in the right direction, especially the consensus on the right of withdrawal and on information requirements for distance and off-premises contracts, while wishing to go further on remedies for lack of conformity, guarantees and unfair clauses;
- explained the will of a full harmonisation by striking the right balance between transparency, legal certainty, increased free choice for the consumer and decreased red tape for business, since common rules were in the interest of both consumers and business;
- claimed that the assumption that national rules protected consumers, while common European rules benefited business, should be fought;
- considered that the EPP Group had been flexible and constructive, unlike the left wing which had reduced the debate to comparative law between national rules, since the common interest of the European people should prevail, which would not be the case with minimum harmonisation and national exceptions, as advocated by the Social Democrats;
- fully supported the Rapporteur, and concluded by saying that the Consumer Rights Directive was a milestone in the relaunch of the single market to inject confidence, to boost growth, competitiveness and jobs.

Antonio MASIP HIDALGO (S&D, ES):

- indicated that essential points had to be improved and therefore called for referring the matter back to the Committee;
- considered that the Commission proposal was a bad one, as indicated by consumers associations;
- stressed that imposing a maximum harmonization (Article 4) by establishing the same protection in all Member States would imply a weaker protection for many consumers in those Member States already having a strong protection system;
- indicated, as regards unfair clauses, that the list should not be exhaustive, that the burden of proof be reversed to the trader, and that contractual clauses be drafted in a clear and understandable way;
- concluded that according to the Euro barometer, 79 % of traders considered that a full harmonization of unfair clauses would not have a significant impact on their abroad sales.

Malcolm HARBOUR (ECR, UK):

- as Chair of the IMCO Committee, paid tribute to the work of the Committee, including the Rapporteur;
- agreed on the need for the co-legislators to move forward and make some decisions, while acknowledging the political difficulties, both on the Council's side and on Parliament's side, and indicated that the Parliament should vote on the amendments, in order to send a clear political signal, and then refer the matter to the Committee;
- thanked the Presidency and Minister Enikő GYŐRI for their commitment, while considering that negotiations could not be closed yet, and that an open meeting was in the interest of citizens and consumers;
- rejected the view expressed by MEP Anna Maria CORAZZA BILDT (EPP, SE) that the Consumer Rights Directive was a milestone, and considered it as a stepping stone, a cautious step towards harmonisation in a context of political and emotional reactions, because consumers and consumers organisations didn't want rights taken away;

- considered that the compromise added real value for consumers and businesses, particularly in the areas of internet and transborder trade, but asked Commissioner Viviane REDING for a framework for making progress towards more harmonisation instead of a series of fragmented initiatives, such as consumer contracts.

Małgorzata HANDZLIK (EPP, PL):

- indicated that it was a difficult report and an important Directive for consumers as well as for Internet trade and transborder trade, because consumers wanted the guarantee that products purchased online would be delivered, which implies an issue of legal certainty, while at the same time the arrangements should not be burdensome for traders;
- stressed that while the compromise was getting closer to the aim, some progress remained to be made, and that a full harmonization would have benefited consumers;
- considered that in many key areas solutions were perfectly adapted to the needs of consumers, for instance with the 14 days right of withdrawal;
- concluded that there was a good base for the Council and the European Parliament to find an ambitious solution.

Bernadette VERGNAUD (S&D, FR):

- congratulated the Rapporteur and the shadow Rapporteurs, especially MEP Evelyne GEBHARDT (S&D, DE), since the Commission proposal constituted an aberration which imperilled consumer protection with the threat of total harmonization;
- welcomed the compromise found, which respected the possibility for member States to introduce stronger protection rules while guaranteeing that the minimum protection is of a high level for all EU consumers, for instance the 12 months maximum duration of contracts, the information regarding distance contracts and doorstep selling, with the payment required by the end of the 14 days withdrawal period only;

- expressed her refusal of the full harmonization of Chapter V (Unfair clauses), because the level of protection was not sufficient, and because it didn't take into account that fraud techniques can only be fought by withdrawal.

Edvard KOŽUŠNÍK (ECR, CZ):

- praised the work of the Rapporteur, who drafted an excellent compromise retaining two fundamental principles of the initial Commission Proposal, e.g. Better Regulation, which allows for the removing of barriers on the Internal Market, and achieving a maximum level of consumer protection by removing obstacles and barriers created by Member States exemptions and particularities;
- concluded that even if no full harmonization had been reached, the compromise had two positive aspects since it helped eliminating obstacles in the Internal Market and contributed to boosting competitiveness.

Kurt LECHNER (EPP, DE):

- considered that despite the many improvements of the package, the compromise would affect small businesses, would not really benefit consumers, would bring a very limited harmonization, and that Internal Market would not be brought forward;
- indicated that the Commission proposal was too broad as regards the definition of distance selling and off-premises contracts, and that it became evident that the European Parliament couldn't deal properly with so many Amendments;
- stressed that as regards distance selling, the compromise had brought improvements, but that for off-premises contracts so many legal complications would make it difficult for small businesses, e.g. the painter or the electrician.

Sylvana RAPTI (S&D, GR):

- thanked the Rapporteur as well as MEP Evelyne GEBHARDT (S&D, DE), shadow Rapporteur for the S&D Group, for their commitment to finding an agreement and for the good working basis they provided;
- thanked Commissioner Viviane REDING, for her intervention during the debate allowed for optimism;
- expressed the view that minimum harmonization was the good solution, and that, as a Greek citizen, a Member State with a high level of consumer rights, it would not be possible to tolerate a limitation of these rights;
- explained that the reason why minimum harmonization was the good solution was that by taking bits and pieces everywhere, the final result was a monster.

Damien ABAD (EPP, FR):

- praised the work of the Rapporteur, since it allowed for a cross-parties agreement about a proposal which was ill started;
- stressed that Europe should be about concrete progress, which was the case for consumers who now will enjoy a right of withdrawal for online purchases on auction sites like eBay;
- considered that the compromise would strengthen the framework conditions for transborder trade, while not decreasing the level of consumer protection;
- indicated that new sources of growth should be found in order to tackle the current crisis, and that simplification and rationalisation of EU law would allow for businesses to fully benefit from the potential of the Internal Market since only 22% of exchanges were of a transborder nature;
- stressed that throughout the negotiation the principle had been to harmonize only by offering equivalent protection so that national legal aspects which were very dear to individual Member States could be retained, e.g. latent defect and doorstep selling in France;
- concluded that the European Parliament, left wing and right wing altogether, had demonstrated its ability to answer people's day to day concerns.

Olga SEHNALOVÁ (S&D, CZ):

- recalled that the principle of protecting consumers had not always existed and that therefore consumer rights had now to be protected;
- stressed that this piece of legislation was important because the situation was very different depending on the Member States concerned;
- concluded that increasing consumer rights didn't go against enterprises and exchanges.

Regina BASTOS (EPP, PT):

- thanked the Rapporteur for his commitment to negotiating, which allowed for a compromise, as well as all those involved in the Report;
- stressed that the aim was to guarantee a high level of consumer protection as well as enabling European enterprises, irrespective of their size, to address all 27 Member States consumers needs without unnecessary legal obstacles;
- considered that this new Directive would end with the legislative fragmentation while at the same time giving an impulse to the Internal Market, especially with the requirement for clear, understandable and timely information;
- highlighted the positive aspect of the reversing of the burden of proof, and that distance contracts, especially those over the phone or Internet, would need clear rules and a consumer protection through clear and efficient means;
- concluded that the institutional negotiation would end in a more competitive and European Union within the global economy.

Antolín SÁNCHEZ PRESEDO (S&D):

- considered that obtaining a Directive on consumer rights by establishing a horizontal instrument encompassing the existing four Directives was positive;

- stressed that an Internal Market characterized by a high level of consumer protection was key to growth and sustainable jobs, but that this should be achieved by leaving Member States the right to reinforce consumer protection and limiting full harmonization to transborder transactions;
- indicated that there was a broad agreement in the ECON Committee as regards the inclusion of financial services in the set of rules contained in the Directive so that they are horizontal, in line with sectoral community legislation, and national legislation thus avoiding gaps, and that this orientation wasn't sufficiently reflected in the compromise text;
- concluded that a move should be made towards a European chart of consumers in the field of financial services.

Alajos MÉSZÁROS (EPP, SK):

- thanked the Rapporteur for his work;
- indicated that harmonized rules should boost confidence in the Internal Market and bring legal certainty, which benefits the economy;
- considered that the combination of minimum harmonization and full harmonization was the only acceptable solution;
- indicated that for the time being, transborder contracts were hampered, and that as regards online shopping people were wary because there was a lack of confidence;
- stressed that this framework of rules should be a help for SMEs, and therefore should not create difficulties for them;
- concluded that the Directive should boost trading in the Internal Market.

Speaking under the "catch-the-eye" procedure, the following MEPs intervened.

Seán KELLY (EPP, IR):

- congratulated both the Rapporteur and the other MEPs involved in the compromise, the Hungarian Presidency, and Commissioner Viviane REDING for always being present in Strasbourg;
- stressed that the compromise was about internal market and harmonisation, but that it was a work in progress in which the right of withdrawal, unfair contract terms and the flexibility given to national governments were noteworthy;

- indicated that if such a scheme had been retained for other Directives such as the EGAF (European Globalisation Adjustment Fund), their functioning would be improved;
- concluded by saying that the Consumer Rights Directive complemented the Services Directive and the Data Protection Directive, which meant that this Directive was a good progress.

María IRIGOYEN PÉREZ (S&D, ES):

- congratulated the Rapporteur and MEP Evelyne GEBHARDT (S&D, DE);
- stressed that the exercise should not be about cutting existing rights in some Member States, but about striking a balance between the high level of consumer protection and the defence of business competitiveness, which could only be possible by a minimum harmonization with the possibility for individual Member States to improve it.

Cristian Silviu BUȘOI (ALDE, RO):

- congratulated the Rapporteur, the Rapporteurs for opinion and the shadow Rapporteurs;
- welcomed the overall compromise agreed by all political groups and considered that the provision of clear information requirements in contracts, and the harmonisation of the provisions on the right of withdrawal were significant improvements;
- despite the need to promote transborder business, expressed some concerns about the obligation for the trader to deliver in other Member States (Article 22a), especially regarding perishable goods and digital products.

Silvia-Adriana ȚICĂU (S&D, RO):

- stressed that all citizens should have the right to receive information before entering a contract, and that traders should inform consumers before getting their agreement;

- indicated that this implied that it should be possible to block expenditures incurred on a credit card, and that consumers should be protected from unfair clauses, while in banking services, insurance services and tourism, clauses were written in tiny print difficult to read and leaving no real negotiating power for those who nevertheless read them;
- concluded that national consumers associations should deal with unfair clauses.

Zuzana ROITHOVÁ (EPP, CZ):

- thanked the Rapporteur for his support to her amendment on the right to the delivery of goods in any Member State, which is a significant change especially as regards new Member States;
- hoped that the Council would accept the Amendments on interoperability, single terms of contract and the possibility for Member States to extend protection to NGOs and SMEs.

Vasilica Viorica DĂNCILĂ (S&D, RO):

- indicated that in accordance with the EU 2020 Strategy, the EU should aim at a high level of consumer protection and high quality products, and ultimately improve the efficiency of the Internal Market;
- explained that the possibility for Member States to adapt the rules to their own internal principles was the right way;
- stressed that the European system of liability for non-compliance should be appropriate so that consumers confidence in the market could be improved.

Ildikó GÁLL-PELCZ (EPP, HU):

- indicated that under current EU rules there was minimum harmonization, which put EU at a competitive disadvantage, and that it was high time to come to a solution on this negotiation;

- stressed that a higher level of consumer rights and a higher level of information, while at the same time not adding extra red tape was possible;
- concluded that a single set of rules was welcome and that a first reading agreement would be appropriate for that.

Commissioner Viviane REDING again took the floor and:

- acknowledged the general agreement for a more efficient Consumer Rights Directive;
- expressed the view that the unanimity around the Rapporteur will continue to benefit the negotiation, since the time span for negotiating a better legislation was very short, and that the Report was the starting-point for negotiations;
- indicated that the Hungarian Presidency would do everything in its power to bring the proceeding to a positive conclusion.

Minister Enikő GYŐRI, President-in-Office of the Council again took the floor and:

- welcomed the very constructive debate and declared the Presidency ready to continue the negotiation;
- declared that on the issue of unfair contract terms, even if there was an added value in having a common EU list, no support in Council could be found;
- recalled that the negotiation started under the French Presidency, that more than 60 meetings of the Council Working Party had been held, that there was no room for manoeuvre considering the existence of a blocking minority, and that therefore narrowing the scope would faster an agreement since aiming at a second reading agreement would not bring any value;

- in response to MEP Malcolm HARBOUR (ECR, UK), declared that the situation was a stepping stone when considering the interests of citizens and consumers, and that it could not be a milestone since the conditions were simply not right as there were very different legal conditions in the Member States, with no possibilities of fuller harmonisation at this stage, even though the result would yet help increasing consumer rights and moving towards completion of the single market.

The Rapporteur, Mr Andreas SCHWAB (EPP, DE), concluded the debate by:

- indicating that whether this proposal for a Directive was a milestone or not could be debated at length, but that small steps also had to be taken into account anyway;
- stressing that a compromise was about bringing interests together;
- thanking altogether Commissioner Viviane REDING for her commitment and her input during the debate, MEP Malcolm HARBOUR (ECR, UK), the shadow Rapporteurs, and Klaus-Heiner LEHNE (EPP, DE), Chair of the JURI Committee;
- hoping that the Council would take most of the European Parliament suggestions on board.

The President then closed the debate. In addition, the following MEP submitted written statements in accordance with rule 149(12) of the European Parliament's Rules of Procedure: Liam AYLWARD (ALDE, IR), Zuzana BRZOBOHATÁ (S&D, CZ), Monika FLAŠÍKOVÁ BEŇOVÁ (S&D, SK), Liem HOANG NGOC (S&D, FR), Tunne KELAM (EPP, ET), Siiri OVIIR (ALDE, ET), and Marianne THYSSEN (EPP, BE).

III. VOTE

When it voted in Plenary on 24 March 2011, the European Parliament adopted amendments 1-24, 26, 28-57, 59-79, 81-102, 104-106, 108-110, 112-113, 115-116, 119-120, 122-123, 125-130, 132-149, 151-156, 158-182, 184-199, 201-215, and 228-241. The European Parliament also adopted the corresponding part of amendment 80 and the corresponding part of amendment 107. Amendments 58, 114, 124, 131, 150, 157, 183 and 200 were annulled. Amendments 216-227 and 242-264 were withdrawn.

The European Parliament also adopted the amended proposal but did not proceed to a vote on the legislative resolution, thereby not closing the first reading.

The text of the amendments adopted is annexed to this note.

Consumer rights ***I

Proposal for a directive of the European Parliament and of the Council on consumer rights (COM(2008)0614 – C6-0349/2008 – 2008/0196(COD))

(Ordinary legislative procedure: first reading)

The proposal was amended on 24 March 2011 as follows¹:

Amendment 1

Proposal for a directive Recital 2

Text proposed by the Commission

(2) Those Directives have been reviewed in the light of experience with a view to simplifying and updating the applicable rules, removing inconsistencies and closing unwanted gaps in the rules. That review has shown that it is appropriate to replace those four Directives by this single Directive. This Directive should accordingly lay down standard rules for the common aspects *and move away from the minimum harmonisation approach in the former Directives under which* Member States *could* maintain or adopt *stricter* national rules.

Amendment

(2) Those Directives have been reviewed in the light of experience with a view to simplifying and updating the applicable rules, removing inconsistencies and closing unwanted gaps in the rules. That review has shown that it is appropriate to replace those four Directives by this single Directive. This Directive should accordingly lay down standard rules for the common aspects *whilst allowing* Member States *to* maintain or adopt national rules, *in relation to certain other aspects, providing for a higher level of consumer protection.*

Amendment 2

Proposal for a directive Recital 5

Text proposed by the Commission

(5) The cross-border potential of distance selling which should be one of the main tangible results of the internal market is not fully exploited *by consumers*. Compared with the significant growth of domestic distance sales over the last few years, the

Amendment

(5) The cross-border potential of distance selling which should be one of the main tangible results of the internal market is not fully exploited. Compared with the significant growth of domestic distance sales over the last few years, the growth in

¹ The matter was then referred back to committee pursuant to Rule 57(2), second subparagraph (A7-0038/2011).

growth in cross-border distance sales has been limited. This discrepancy is particularly significant for Internet sales for which the potential of further growth is high. The cross-border potential of contracts negotiated away from business premises (direct selling) is constrained by a number of factors including the different national consumer protection rules imposed upon the industry. Compared with the growth of domestic direct selling over the last few years, in particular in the services sector (e.g. utilities), the number of consumers using this channel for cross-border purchases has remained flat. Responding to increased business opportunities in many Member States, small and medium size enterprises (including individual *entrepreneurs*) or agents of direct selling companies should be more inclined to seek business opportunities in other Member States, in particular in border regions. Therefore the full harmonisation of consumer information and the right of withdrawal in distance and off-premises contracts will contribute to *the* better functioning of the business to consumer internal market.

cross-border distance sales has been limited. This discrepancy is particularly significant for Internet sales for which the potential of further growth is high. The cross-border potential of contracts negotiated away from business premises (direct selling) is constrained by a number of factors including the different national consumer protection rules imposed upon the industry. Compared with the growth of domestic direct selling over the last few years, in particular in the services sector (e.g. utilities), the number of consumers using this channel for cross-border purchases has remained flat. Responding to increased business opportunities in many Member States, small and medium size enterprises (including individual *traders*) or agents of direct selling companies should be more inclined to seek business opportunities in other Member States, in particular in border regions. Therefore the full harmonisation of *certain aspects of* consumer information and *of* the right of withdrawal in distance and off-premises contracts will contribute to *a high level of consumer protection and* better functioning of the business-to-consumer internal market.

Amendment 3

Proposal for a directive Recital 6

Text proposed by the Commission

(6) The laws of the Member States on consumer contracts show marked differences which can generate appreciable distortions of competition and obstacles to the smooth functioning of the internal market. The existing Community legislation in the field of consumer contracts concluded at a distance or away from business premises consumer goods and guarantees as well as unfair contract terms establishes minimum standards for harmonising legislation allowing the Member States the possibility to maintain or introduce more stringent measures

Amendment

deleted

which ensure a higher level of consumer protection in their territories. Furthermore, many issues are regulated inconsistently between directives or have been left open. These issues have been addressed differently by the Member States. As a result, the national provisions implementing directives on consumer contract law diverge significantly.

Amendment 4

Proposal for a directive

Recital 7

Text proposed by the Commission

(7) *These* disparities create significant internal market barriers affecting **business** and consumers. They increase compliance costs to **business** wishing to engage in cross border sale of goods or provision of services. Fragmentation also undermines consumer confidence in the internal market. *The negative effect on consumer confidence is strengthened by an uneven level of consumer protection across the Community. This problem is particularly acute in the light of new market developments.*

Amendment

(7) *Certain* disparities **in the Member States' legislation in the field of consumer contracts, particularly distance contracts or off-premises contracts**, create significant internal market barriers affecting **traders** and consumers. They increase compliance costs to **traders** wishing to engage in cross border sale of goods or provision of services. *Disproportionate* fragmentation also undermines consumer confidence in the internal market.

Amendment 5

Proposal for a directive

Recital 8

Text proposed by the Commission

(8) Full harmonisation of some key regulatory aspects **will** considerably increase legal certainty for both consumers and **business**. Both consumers and **business** will be able to rely on a single regulatory framework based on clearly defined legal concepts regulating certain aspects of business-to-consumer contracts across the *Community*. *The effect will be to* eliminate the barriers stemming from the fragmentation of the rules and *to* complete the internal market in this area. *These barriers can only be eliminated by*

Amendment

(8) *Unless otherwise specified and in accordance with Article 169 of the Treaty on the Functioning of the European Union, the provisions of this Directive should not hinder the Member States from adopting or maintaining more stringent measures of national law, which improve consumer protection. However, the* full harmonisation of some key regulatory aspects *is justified in order to secure a single regulatory framework for consumer protection and in order to* considerably increase legal certainty for

establishing uniform rules at Community level. Furthermore consumers will enjoy a high common level of protection across the Community.

both consumers and *traders in cross-border business. In this case, both consumers and traders* will be able to rely on a single regulatory framework based on clearly defined legal concepts regulating certain aspects of business-to-consumer contracts across the *Union. Thus, the consumer will enjoy a high common level of protection across the Union. Furthermore, by establishing uniform rules at Union level, this should* eliminate the barriers stemming from the *disproportionate* fragmentation of the rules and complete the internal market in this area.

Amendment 6

Proposal for a directive Recital 10 a (new)

Text proposed by the Commission

Amendment

(10a) This Directive should not apply to healthcare, that is to say health services provided by health professionals to patients to assess, maintain or restore their health.

Amendment 7

Proposal for a directive Recital 10 b (new)

Text proposed by the Commission

Amendment

(10b) Gambling activities, including lottery and betting transactions, should be excluded from the scope of this Directive in view of the very specific nature of those activities, in the light of which Member States should be able to adopt other, including more stringent, consumer protection measures in relation to such activities.

Amendment 8

Proposal for a directive Recital 11

Text proposed by the Commission

(11) The existing **Community** legislation **on** consumer financial services contains numerous rules on consumer protection. For this reason ***the provisions of this Directive cover contracts relating to financial services only insofar as this is necessary to fill the regulatory gaps.***

Amendment

(11) The existing **Union** legislation ***inter alia relating to*** consumer financial services ***or package travel*** contains numerous rules on consumer protection. For this reason, ***Articles 5 to 19 and Article 23a of this Directive should not apply to contracts relating to financial services and Articles 9 to 19 should not apply to distance and off-premises contracts relating to package travel, without prejudice to other provisions of existing Union legislation. With regard to financial services, Member States should be encouraged to draw inspiration from existing Union legislation in that area when legislating in areas not regulated at Union level, in such a way that a level playing field for all consumers and all contracts relating to financial services is ensured. The Commission should aim at complementing Union legislation in the field of financial services in order to close existing gaps and protect consumers in all types of contracts.***

Amendment 9

**Proposal for a directive
Recital 11 a (new)**

Text proposed by the Commission

Amendment

(11a) Articles 9 to 19 of this Directive should be without prejudice to the application of the provisions of the Member States relating to the acquisition of immovable property and guarantees relating to immovable property or the formation or transfer of rights in rem in immovable property. This includes agreements connected with such legal acts, such as sales of immovable property still to be developed and hire-purchase.

Amendment 10

**Proposal for a directive
Recital 11 b (new)**

Text proposed by the Commission

Amendment

(11b) As no difficult psychological situation applies when contracts, in accordance with the provisions of the Member States, are established by a public office-holder, such contracts should be excluded from the scope of Articles 9 to 19 of this Directive.

Amendment 11

**Proposal for a directive
Recital 11 c (new)**

Text proposed by the Commission

Amendment

(11c) For the purposes of this Directive, leasing contracts for motor vehicles, where the motor vehicle is returned at the end of the contract, should be considered as motor vehicle rental services.

Amendment 12

**Proposal for a directive
Recital 11 d (new)**

Text proposed by the Commission

Amendment

(11d) Many Member States have chosen to apply national consumer protection rules to other entities such as non-governmental organisations, start-up businesses and small and medium-sized enterprises, and other Member States may wish to do so. It should be recalled that Member States may extend the scope of the national rules adopted in order to implement this Directive to cover natural or legal persons who are not consumers within the meaning of this Directive.

Amendment 13

**Proposal for a directive
Recital 11 e (new)**

(11e) Digital content transmitted to the consumer in a digital format, where the consumer obtains the possibility of use on a permanent basis or in a way similar to the physical possession of a good, should be treated as goods for the application of the provisions of this Directive which apply to sales contracts. However, a withdrawal right should only apply until the moment the consumer chooses to download the digital content.

Amendment 14

Proposal for a directive Recital 12

Text proposed by the Commission

Amendment

(12) The new definition of distance contract should cover all cases where ***sales and service*** contracts are concluded using exclusively one or more means of distance communication (such as mail order, Internet, telephone or fax). This should create a level playing field for all distance traders. ***It should also improve legal certainty as compared to the current definition requiring the presence of an organised distance selling scheme run by the trader up to the conclusion of the contract.***

(12) The new definition of distance contract should cover all cases where contracts ***concerning the supply of a good or the provision of a service*** are concluded ***between the trader and the consumer under an organised distance sales or service-provision scheme and without the simultaneous physical presence of the parties***, using exclusively one or more means of distance communication (such as mail order, Internet, telephone or fax). ***Websites offering only information on the trader, his goods and/or services should not be covered by the definition of such an organised distance sales or service-provision scheme, even if such websites indicate one or more means of distance communication.*** This should create a level playing field for all distance traders.

Amendment 15

Proposal for a directive Recital 13

Text proposed by the Commission

Amendment

(13) The particular circumstances under which an offer was made or the contract

(13) The particular circumstances under which an offer was made or the contract

was negotiated should not be relevant in the definition of a distance contract. The fact that the trader *is an occasional distance seller or that he* uses an organised scheme run by a third party such as an online platform, should not deprive consumers of their protection. Similarly, a transaction negotiated face to face between the trader and the consumer away from business premises should be a distance contract, if the contract has then been concluded through the exclusive use of means of distance communication, such as the Internet or telephone. For traders, a simpler definition of a distance contract should improve legal certainty and protect them from unfair competition.

was negotiated should not be relevant in the definition of a distance contract. The fact that the trader uses an organised *distance sales or service-provision* scheme run by a third party such as an online platform, should not deprive consumers of their protection. Similarly, a transaction negotiated face to face between the trader and the consumer away from business premises should be a distance contract, if the contract has then been concluded through the exclusive use of means of distance communication, such as the Internet or telephone. For traders, a simpler definition of a distance contract should improve legal certainty and protect them from unfair competition.

Amendment 16

Proposal for a directive Recital 14

Text proposed by the Commission

(14) An off-premises contract should be defined as a contract concluded with the simultaneous physical presence of the trader and the consumer, away from business premises, for example at the consumer's home or workplace. In an off-premises context, consumers are *under* psychological *pressure* no matter whether they have solicited the trader's visit or not. Furthermore, in order to prevent circumventions of rules when consumers are approached away from business premises, a contract negotiated, for example at the consumer's home but concluded in a shop should be regarded as an off-premises contract.

Amendment

(14) An off-premises contract should be defined as a contract concluded with the simultaneous physical presence of the trader and the consumer, away from business premises, for example at the consumer's home or workplace. In an off-premises context, consumers are *temporarily in a special situation which is different from the situation in a shop, for instance from a psychological point of view and as regards the scope for comparing goods and prices*, no matter whether they have solicited the trader's visit or not. Furthermore, in order to prevent circumventions of rules when consumers are approached away from business premises, a contract negotiated, for example at the consumer's home but concluded in a shop should be regarded as an off-premises contract *only when the main components of the contract have been determined in the course of an excursion, a leisure event or a sales demonstration. Nevertheless, contracts under which the payment to be made by the consumer does not exceed EUR 40*

should not be covered by the information requirements laid down in this Directive, so that for instance street traders, whose goods are supplied immediately, are not overburdened with obligations as regards information. A right of withdrawal is also unnecessary in such cases, since the implications of such contracts are readily understandable. Nevertheless Member States should remain free, and be encouraged, to set a lower value.

Amendment 17

Proposal for a directive

Recital 15

Text proposed by the Commission

(15) Business premises should include premises in whatever form (such as shops or lorries) which serve as a permanent place of **business** for the trader. Market stalls **and fair stands** should be treated as business premises even though they may be used by the trader on a temporary basis. Other premises which are rented for a short time only and where the trader is not established (such as hotels, restaurants, conference centres, cinemas rented by traders who are not established there) should not be regarded as business premises. Similarly, all public spaces including public transport or facilities as well as private homes or workplaces should not be regarded as business premises.

Amendment

(15) Business premises should include premises in whatever form (such as shops, **taxis** or lorries) which serve as a permanent place of **activity** for the trader. Market stalls should be treated as business premises even though they may be used by the trader on a temporary **or regular** basis. Other premises which are rented for a short time only and where the trader is not established (such as hotels, restaurants, conference centres, cinemas rented by traders who are not established there) should not be regarded as business premises. Similarly, all public spaces including public transport or facilities as well as private homes or workplaces should not be regarded as business premises.

Amendment 18

Proposal for a directive

Recital 16

Text proposed by the Commission

(16) **The definition of durable medium** should include in particular **documents on** paper, USB sticks, CD-ROMs, DVDs, memory cards and the hard **drive of the computer on which the** electronic mail or

Amendment

(16) Durable **media** should include in particular paper, USB sticks, CD-ROMs, DVDs, memory cards **or the hard disks of computers. In order to qualify as a "durable medium", an** electronic mail or **a website should firstly enable the consumer**

a pdf file is stored.

to store the information for as long as it is relevant for him to protect his interests stemming from his relationship with the trader. Secondly, the electronic mail or website should allow for the information to be stored in such a way as to make it impossible for the trader to change it unilaterally.

Amendment 19

Proposal for a directive Recital 17

Text proposed by the Commission

(17) Consumers should be entitled to receive information before the conclusion of the contract. However traders should not have to provide the information when already apparent from the context. For example in an on-premises transaction, the main characteristics of a product, the identity of the trader and the arrangements for delivery may be apparent from the context. In distance and off-premises transactions, the trader should always provide the information on arrangements for payment, delivery, performance and the complaint handling policy, since these might not be apparent from the context.

Amendment

(17) The consumer should be given comprehensive information before he is bound by an on-premises contract, a distance contract, an off-premises contract or a corresponding contract offer. In providing that information, the trader should take into account the specific needs of consumers who are particularly vulnerable because of their mental, physical or psychological infirmity, age or credulity in a way which the trader could reasonably be expected to foresee. However, taking into account such specific needs should not lead to different levels of consumer protection.

Amendment 228

Proposal for a directive Recital 17 a (new)

Text proposed by the Commission

Amendment

(17a) Notwithstanding the exemption for the trader to provide the information set out in Article 9 on a durable medium when concluding an off-premises mixed contract for which the trader and the consumer immediately perform their contractual obligations and the payment to be made by the consumer does not exceed EUR 200, the consumer should nevertheless be given comprehensive

information by the trader on the essential points of the contract, especially as regards the price, before the consumer is bound by that contract.

Amendment 20

Proposal for a directive Recital 20

Text proposed by the Commission

(20) The consumer should know whether he is contracting with the trader or with an intermediary acting on behalf of another consumer, since in the latter case the consumer may not enjoy the protection under this Directive. Therefore the intermediary should inform of this fact and the consequences thereof. The notion of intermediary should not include online trading platforms which do not conclude the contract in the name of or on behalf of any other party.

Amendment

deleted

Amendment 21

Proposal for a directive Recital 22

Text proposed by the Commission

(22) Since in the case of distance sales, the consumer is not able to see the good before concluding the contract he should have a right of withdrawal, **which allows him to** ascertain the nature and functioning of the goods.

Amendment

(22) Since in the case of distance sales, the consumer is not able to see the good before concluding the contract he should have a right of withdrawal, **so that, until the expiration of the withdrawal period, he can** ascertain the nature, **quality** and functioning of the goods. **Such a right of withdrawal should also be granted for off-premises contracts.**

Amendment 22

Proposal for a directive Recital 24

Text proposed by the Commission

Amendment

(24) To ensure legal certainty, it is appropriate that Council Regulation (EEC, Euratom) No 1182/71 of 3 June 1971 determining the rules applicable to periods, dates and time limits should apply to the calculation of the periods contained in this Directive. Therefore, all periods contained in this Directive should be understood to be expressed in calendar days.

deleted

Amendment 23

Proposal for a directive Recital 26

Text proposed by the Commission

Amendment

(26) When the consumer orders more than one good from the same trader, he should be entitled to exercise the right of withdrawal in respect of each of these goods. If the goods are delivered separately, the withdrawal period should start when the consumer acquires the material possession of each individual good. Where a good is delivered in different lots or pieces, the withdrawal period should start when the consumer or a third party indicated by the consumer acquires the material possession of the last lot or piece.

(26) Where goods are supplied in more than one delivery, the withdrawal period should begin from the day on which the consumer or a third party other than the carrier and indicated by the consumer acquires the material possession of the first partial shipment. Where a good is delivered in different lots or pieces, the withdrawal period should begin from the day on which the consumer acquires the material possession of the last lot or piece. If multiple goods are ordered by the consumer in one order and but are delivered separately, the withdrawal period should start when the consumer acquires possession of the last good.

Amendment 24

Proposal for a directive Recital 27

Text proposed by the Commission

Amendment

(27) If the trader has not informed the consumer on the right of withdrawal prior

(27) If the trader has not informed the consumer on the right of withdrawal prior

to the conclusion of a distance or off-premises contract, the withdrawal period should be extended. However, in order to ensure legal certainty over time, a **three-month** limitation period should be introduced, ***provided that the trader has fully performed his contractual obligations. The trader should be regarded as having fully performed his obligations when he has delivered the goods or has fully provided the services ordered by the consumer.***

Amendment 229

Proposal for a directive Recital 28

Text proposed by the Commission

(28) Differences in the ways in which the right of withdrawal is exercised in the Member States have caused costs for businesses selling cross-border. The introduction of a harmonised standard withdrawal form ***to be used by*** the consumer should simplify the withdrawal process and bring legal certainty. For these reasons, Member States should refrain from adding any presentational requirements to the ***Community-wide*** standard form relating for example to the font size.

to the conclusion of a distance or off-premises contract, the withdrawal period should be extended. However, in order to ensure legal certainty over time, a ***one-year*** limitation period should be introduced. ***However, Member States should be allowed to maintain existing national legislation to extend that limitation period.***

Amendment

(28) Differences in the ways in which the right of withdrawal is exercised in the Member States have caused costs for businesses selling cross-border. The introduction of a harmonised standard withdrawal form ***that the consumer may use*** should simplify the withdrawal process and bring legal certainty. For these reasons, Member States should refrain from adding any presentational requirements to the ***Union-wide*** standard form relating for example to the font size. ***However, the consumer should remain free to withdraw using his own chosen wording, provided that his statement to the trader is clearly worded. Sending back the goods, sending a letter or a making a telephone call could also meet this requirement, but the burden of proof for demonstrating having withdrawn within the time limits specified in this Directive may be on the consumer. For this reason, it is in the interest of the consumer to make use of a durable medium when communicating his withdrawal to the trader.***

Amendment 26

Proposal for a directive Recital 30

Text proposed by the Commission

(30) In case of withdrawal the trader should reimburse all payments received from the consumer, including those covering the expenses born by the trader to deliver goods to the consumer.

Amendment

(30) In case of withdrawal the trader should reimburse all payments received from the consumer, including those covering the expenses born by the trader to deliver goods to the consumer, ***with the exception of payments for express deliveries at the express wish of the consumer. Reimbursement should be possible by any means of payment, provided they are legal tender in the Member State where the consumer receives it. Therefore, reimbursement shall not take place in the form of vouchers or credit notes.***

Amendment 230

Proposal for a directive Recital 32

Text proposed by the Commission

(32) In order to avoid the trader reimbursing a consumer who has not returned the goods, the consumer should be required to send back the goods no later than fourteen days after having informed the trader about his decision to withdraw.

Amendment

(32) In order to avoid the trader reimbursing a consumer who has not returned the goods, the consumer should be required to send back the goods no later than fourteen days after having informed the trader about his decision to withdraw. ***By the same token, the trader should also be enabled to make reimbursement subject to the condition that the consumer has supplied evidence of having sent back the goods.***

Amendment 231

Proposal for a directive Recital 33

Text proposed by the Commission

(33) Certain exemptions should exist from the right of withdrawal, such as in cases where a right of withdrawal would be inappropriate given the nature of the product. That is applicable for example to wine supplied a long time after the conclusion of the contract of a speculative nature where the value is dependent on fluctuations in the market (vin en primeur).

Amendment

(33) Certain exemptions should exist from the right of withdrawal, such as in cases where a right of withdrawal would be inappropriate given the nature of the product, ***and exercising a right of withdrawal would unfairly disadvantage the trader.*** That is applicable ***in particular to foodstuffs and other hygienically sensitive or perishable goods,*** for example to wine supplied a long time after the conclusion of the contract of a speculative nature where the value is dependent on fluctuations in the market (vin en primeur). ***Certain other goods or services whose price is dependent on market fluctuations, for instance commodities such as fuel oil, should also be exempt from the right of withdrawal.***

Amendment 28

Proposal for a directive

Recital 34

Text proposed by the Commission

(34) Furthermore, in case of distance contracts for the provision of services, for which the performance begins during the withdrawal period (***e.g.*** data files downloaded by the consumer during that period), it would be unfair to allow the consumer to withdraw after the service has been enjoyed by the consumer in full or in part. Therefore the consumer should lose his right of withdrawal when performance begins with his prior express agreement.

Amendment

(34) Furthermore, in case of distance ***and off-premises*** contracts for the provision of services, for which the performance begins during the withdrawal period (***for instance*** data files downloaded by the consumer during that period), it would be unfair to allow the consumer to withdraw after the service has been enjoyed by the consumer in full or in part. Therefore the consumer should lose his right of withdrawal when performance begins with his prior express agreement, ***provided that such agreement constitutes informed consent, that is to say that the consumer has been informed of the consequences of this decision in terms of losing his right of withdrawal.***

Amendment 29

Proposal for a directive Recital 37

Text proposed by the Commission

(37) For the purpose of simplification and legal certainty, the right of withdrawal should apply to all types of off-premises contracts, except under strictly defined circumstances which can easily be proved. ***Therefore, no right of withdrawal should apply for urgent repairs at the consumer's home for which such a right of withdrawal would be incompatible with the emergency situation as well as for supermarket home-delivery schemes which allow consumers to select food, drinks and other goods intended for current consumption in the household through the supermarket's website and have them delivered at their home. These are goods, which are inexpensive and bought regularly by consumers for their every day's consumption or everyday use in the household and should therefore not be subject to a right of withdrawal. The main difficulties encountered by consumers and the main source of disputes with traders are about delivery of goods, including goods getting lost or damaged during transport and late and partial delivery. Therefore it is appropriate to clarify and harmonise the national rules on delivery and passing of risk.***

Amendment

(37) For the purpose of simplification and legal certainty, the right of withdrawal should apply to all types of ***distance and*** off-premises contracts, except under strictly defined circumstances which can easily be proved.

Amendment 30

Proposal for a directive Recital 37 a (new)

Text proposed by the Commission

(37a) The main difficulties encountered by consumers and the main source of disputes with traders concern delivery of goods, including goods getting lost or damaged during transport and late or partial delivery. Therefore it is

Amendment

appropriate to harmonise the national rules on delivery and passing of risk.

Amendment 31

Proposal for a directive Recital 37 b (new)

Text proposed by the Commission

Amendment

(37b) Where the trader has failed to fulfil his obligations to deliver the goods, the consumer should call upon him, on a durable medium, to make the delivery within no less than seven days and notify him of his intention to withdraw from the contract if delivery does not take place. The consumer should be deemed to have withdrawn from the contract if no action has been taken by the time the deadline expires. Without prejudice to his rights to claim damages, the consumer should be entitled to reimbursement within seven days of withdrawal if payment has already been made. It should be possible for Member States to adopt or maintain provisions of national law, in order to ensure a higher level of consumer protection.

Amendment 32

Proposal for a directive Recital 38

Text proposed by the Commission

Amendment

(38) In the context of consumer sales, the delivery of goods can take place in various ways. ***Only a rule which may be freely derogated from will allow the necessary flexibility to take into account those variations.*** The consumer should be protected against any risk of loss or damage of the goods occurring during the transport arranged or carried out by the trader. The rule introduced on the passing of risk should not apply where the consumer unduly delays taking possession of the goods (for example, when the goods

(38) In the context of consumer sales, the delivery of goods can take place in various ways: ***either immediately or at a later date. If the parties have not agreed on a specific delivery date, the trader should deliver the goods as soon as possible but in any event not later than thirty days from the day of the conclusion of the contract.*** The consumer should be protected against any risk of loss or damage of the goods occurring during the transport arranged or carried out by the trader. The rule introduced on the passing

are not collected by the consumer from the post-office within the deadline fixed by the latter). In those circumstances, the consumer should bear the risk of loss or deterioration after the time of delivery as agreed with the trader.

of risk should not apply where the consumer unduly delays taking possession of the goods (for example, when the goods are not collected by the consumer from the post-office within the deadline fixed by the latter). In those circumstances, the consumer should bear the risk of loss or deterioration after the time of delivery as agreed with the trader.

Amendment 33

Proposal for a directive Recital 38 a (new)

Text proposed by the Commission

Amendment

(38a) In many transactions consumers are provided with insufficient choices of means of payments or they are charged if they refuse to use certain means. This situation should be addressed by means of a provision which ensures that the trader will offer to the consumer different means of payment and, in the case of distance contracts, these should include both electronic and non-electronic means of payment. An example of a non-electronic system of payment would be the printing of an order from the trader's website to be paid in cash at a bank or at any other contact point of the trader.

Amendment 34

Proposal for a directive Recital 39

Text proposed by the Commission

Amendment

(39) The trader should be liable to the consumer if the goods are not in conformity with the contract. The goods should be presumed to be in conformity with the contract if they satisfy a number of conditions concerning mainly the **qualities** of the goods. The quality and performance which consumers can reasonably expect will depend inter alia on whether the goods are new or second-hand as well as on the expected life-span of the

(39) The trader should be liable to the consumer if the goods are not in conformity with the contract. The goods should be presumed to be in conformity with the contract if they satisfy a number of conditions concerning mainly the **quality and quantity** of the goods. The quality and performance which consumers can reasonably expect will depend inter alia on whether the goods are new or second-hand as well as on the expected

goods.

life-span of the goods. *Where goods other than those ordered have been delivered, or in the event of undershipment, the goods should be presumed not to be in conformity with the contract.*

Amendment 35

Proposal for a directive

Recital 40

Text proposed by the Commission

(40) If the good is not in conformity with the contract, firstly, the consumer should have the possibility to require the trader to repair the goods or to replace them at the trader's choice unless the trader proves that those remedies are unlawful, impossible or causes the trader disproportionate effort. The trader's effort should be determined objectively considering costs incurred by the trader when remedying the lack of conformity, the value of the goods and the significance of the lack of conformity. The lack of spare parts should not be a valid ground to justify the trader's failure to remedy the lack of conformity within a reasonable time or without a disproportionate effort.

Amendment

(40) The consumer should in the first instance have the option of requiring the trader to repair the goods or to replace them unless those remedies are impossible or disproportionate. Whether or not a remedy is disproportionate should be determined objectively. A remedy should be considered disproportionate if it imposes, in comparison with other remedies, unreasonable costs. In order to determine whether the costs are unreasonable, the costs of one remedy should be significantly higher than the costs of another remedy.

Amendment 36

Proposal for a directive

Recital 41

Text proposed by the Commission

(41) The consumer should not bear any costs for remedying the lack of conformity, particularly the cost of postage, labour and materials. Furthermore, the consumer should not compensate the trader for the use of the defective goods.

Amendment

(41) The consumer should not bear any costs for remedying the lack of conformity, particularly the cost of postage, labour and materials. Furthermore, the consumer should not compensate the trader for the use of the defective goods. *The consumer should be entitled to claim damages, in accordance with provisions of applicable national law, for any loss resulting from lack of conformity with the sales contract and not remedied by the trader. It should be possible for such damages to include*

non-pecuniary damages where applicable national law so provides.

Amendment 37

Proposal for a directive Recital 42

Text proposed by the Commission

(42) When the trader has either refused or has more than once failed to remedy the lack of conformity the consumer should be entitled to choose freely any of the available remedies. **The trader's refusal can be either explicit or implicit, meaning in the latter case that the trader does not respond or ignores the consumer's request to remedy the lack of conformity.**

Amendment

(42) The consumer should be entitled to choose freely any of the available remedies **if he is not entitled to have the goods repaired or replaced. It should be possible for Member States to adopt or maintain provisions of national law on the free choice of remedies in the event of lack of conformity, in order to ensure a higher level of consumer protection.**

Amendment 38

Proposal for a directive Recital 42 a (new)

Text proposed by the Commission

Amendment

(42a) It should be stipulated that in certain cases the trader may be held liable for a lack of conformity that existed at the time the risk was transferred to the consumer, even if the lack of conformity becomes apparent only subsequently.

Amendment 39

Proposal for a directive Recital 42 b (new)

Text proposed by the Commission

Amendment

(42b) Where the trader, as final seller, is liable to the consumer because of an act or omission by the producer, it should be ensured that the trader, as final seller, can pursue remedies against the person or persons liable in the contractual chain. To this end, Member States' national provisions should determine the person or persons liable, together with the relevant

actions and procedure.

Amendment 40

**Proposal for a directive
Recital 42 c (new)**

Text proposed by the Commission

Amendment

(42c) With regard to lack of conformity, the consumer should be entitled to a two-year liability period. There should be a rebuttable presumption in the consumer's favour that any lack of conformity which has become apparent within six months after the risk passed to the consumer already existed when the risk passed. It should be possible for Member States to adopt or maintain provisions of national law on liability periods, duration for reversal of the burden of proof or specific rules on significant lack of conformity which becomes apparent after the liability period, in order to ensure a higher level of consumer protection.

Amendment 41

**Proposal for a directive
Recital 43**

Text proposed by the Commission

Amendment

(43) Directive 1999/44/EC allowed the Member States to set a period of at least two months during which the consumer was to inform the trader of any lack of conformity. The diverging transposition laws have created barriers to trade. Therefore, it is necessary to remove this regulatory option and improve legal certainty by obliging consumers to inform the trader of the lack of conformity within two months from the date of detection.

deleted

Amendment 42

Proposal for a directive Recital 44

Text proposed by the Commission

(44) Some traders or producers offer consumers commercial guarantees. In order to ensure that consumers are not misled, the commercial guarantees should include certain information, including their duration, territorial scope and a statement that the commercial guarantee does not affect the consumer's legal rights.

Amendment

(44) Some traders or producers offer consumers commercial guarantees. In order to ensure that consumers are not misled, the commercial guarantees should include certain information, including their duration, territorial scope and a statement that the commercial guarantee does not affect the consumer's legal rights ***under the national provisions in force and those laid down in this Directive.***

Amendment 43

Proposal for a directive Recital 45 a (new)

Text proposed by the Commission

Amendment

(45a) The harmonised regulatory aspects concern only contracts concluded between traders and consumers. Therefore, the provisions on unfair contract terms should not affect national law in the area of contracts relating to employment, contracts relating to succession rights, contracts relating to family law and contracts relating to the incorporation and organisation of companies or partnership agreements and bond terms.

Amendment 44

Proposal for a directive Recital 46

Text proposed by the Commission

(46) Provisions on unfair contract terms should not apply to contract terms, which directly or indirectly reflect ***mandatory*** statutory or ***regulatory*** provisions of the Member States which comply with ***Community*** law. Similarly terms which reflect the principles or provisions of

Amendment

(46) Provisions on unfair contract terms should not apply to contract terms, which directly or indirectly reflect statutory, ***regulatory*** or ***public policy*** provisions of the Member States which comply with ***Union*** law. Similarly, ***contract*** terms ***should reflect the principles and***

international conventions to which the **Community** or the Member States are party, particularly in the transport area, should not be subject to the unfairness test.

provisions of the Charter of Fundamental Rights of the European Union. Terms which reflect the principles or provisions of international conventions to which the **Union** or the Member States are party, particularly in the transport area, should not be subject to the unfairness test.

Amendment 45

Proposal for a directive

Recital 47

Text proposed by the Commission

(47) **Consumer contracts should** be drafted in plain, intelligible language and be **legible**. Traders should be free to choose the font type or size in which the contract terms are drafted. The consumer should be given an opportunity to read the terms before concluding the contract. This opportunity could be given to the consumer by providing him with the terms on request (for on-premises contracts) or making those terms otherwise available (e.g. on the trader's website in respect of distance contracts) or attaching standard terms to the order form (in respect of off-premises contracts). The trader should seek the consumer's express consent to any payment in addition to the remuneration for the trader's main contractual obligation. Inferring consent by using opt-out systems, such as pre-ticked boxes online should be prohibited.

Amendment

(47) **All contract terms should be expressed in a clear and comprehensible manner. If a contract term is in writing, it should always** be drafted in plain, intelligible language. Traders should be free to choose the font type or size in which the contract terms are drafted. The consumer should be given an opportunity to read the terms before concluding the contract. This opportunity could be given to the consumer by providing him with the terms on request (for on-premises contracts) or making those terms otherwise available (e.g. on the trader's website in respect of distance contracts) or attaching standard terms to the order form (in respect of off-premises contracts). The trader should seek the consumer's express consent to any payment in addition to the remuneration for the trader's main contractual obligation. Inferring consent by using opt-out systems, such as pre-ticked boxes online should be prohibited.

Amendment 46

Proposal for a directive

Recital 47 a (new)

Text proposed by the Commission

Amendment

(47a) Traders should be free to choose the way in which contract terms are communicated, for example the font type or size in which the contract terms are drafted. Member States should refrain

from imposing any presentational requirements, except for those related to persons with disabilities or where the goods or services may present a particular risk to the health and safety of the consumer or a third person. Member States may also seek to impose additional requirements where, due to complexities inherent in contracts for such goods or services, there is a risk of consumer detriment including issues arising which relate to competition in that sector. This may apply, for example, to contracts relating to financial services, gas, electricity and water, telecoms and immovable property. However, this should not apply to formal national requirements concerning the conclusion of the contract or other formal requirements such as for instance the language of the terms, requirements on the content of the terms or the formulation of certain contract terms for specific sectors. This Directive should not harmonise language requirements applicable to consumer contracts. Therefore, Member States should be able to maintain or introduce in their national law linguistic requirements relating to the contractual terms.

Amendment 47

Proposal for a directive Recital 49

Text proposed by the Commission

(49) For the purposes of this Directive, neither the fairness of terms which describe the main subject matter of the contract, nor the quality/price ratio of the goods or services supplied should be assessed unless these terms did not meet transparency requirements. The main subject matter of the contract and the price/quality ratio should nevertheless be taken into account in assessing the fairness of other terms. For example, in insurance contracts, the terms which clearly define or circumscribe the insured risk and the insurer's liability should not be subject to such an assessment

Amendment

(49) For the purposes of this Directive, neither the fairness of terms which describe the main subject matter of the contract, nor the quality/price ratio of the goods or services supplied should be assessed unless these terms did not meet transparency requirements. The main subject matter of the contract and the price/quality ratio should nevertheless be taken into account in assessing the fairness of other terms. For example, in insurance contracts, the terms which clearly define or circumscribe the insured risk and the insurer's liability should not be subject to such an assessment

since these restrictions are taken into account in calculating the premium paid by the consumer.

since these restrictions are taken into account in calculating the premium paid by the consumer. ***This exclusion does not apply to the remuneration foreseen for the trader from ancillary or contingent charges set out in the contract, including fees or charges for breaching any of the terms of the contract, which should be fully subject to the fairness test.***

Amendment 48

Proposal for a directive Recital 50

Text proposed by the Commission

(50) In order to ensure legal certainty and improve the functioning of the internal market, the Directive should contain two lists of unfair terms. Annex II contains a list of terms which should in all circumstances be considered unfair. Annex III contains a list of terms which should be deemed unfair unless the trader proves otherwise. ***These same lists should apply in all Member States.***

Amendment

(50) In order to ensure legal certainty and improve the functioning of the internal market, the Directive should contain two ***non-exhaustive*** lists of unfair terms. Annex II contains a list of terms which should in all circumstances be considered unfair. Annex III contains a list of terms which should be deemed unfair unless the trader proves otherwise.

Amendment 49

Proposal for a directive Recital 51

Text proposed by the Commission

(51) The measures necessary for the implementation of this Directive should be adopted in accordance with Council Decision 1999/468/EC of 28 June 1999 laying down the procedures for the exercise of implementing powers conferred on the Commission.

Amendment

deleted

Amendment 50

Proposal for a directive Recital 52

Text proposed by the Commission

Amendment

(52) In particular, the Commission should be empowered to amend Annexes II and III on contract terms to be considered or presumed unfair. Since those measures are of general scope and are designed to amend non-essential elements of this Directive, they must be adopted in accordance with the regulatory procedure with scrutiny provided for in Article 5a of Decision 1999/468/EC.

deleted

Amendment 51

Proposal for a directive Recital 53

Text proposed by the Commission

Amendment

(53) The Commission's power to amend Annexes II and III should be used to ensure consistent implementation of the rules on unfair terms by supplementing those Annexes with contractual terms, which should be considered unfair in all circumstances or which should be deemed unfair unless the trader has proved otherwise.

deleted

Amendment 52

Proposal for a directive Recital 55 a (new)

Text proposed by the Commission

Amendment

(55a) The Member States should ensure that their national authorities have the necessary level of cooperation with the European Consumer Centre (ECC) network, so as to react in cross-border cases, especially on pending requests at ECCs.

Amendment 53

Proposal for a directive Recital 60

Text proposed by the Commission

(60) The **European** Commission will look into the most appropriate way to ensure that all consumers are made aware of their rights at the point of sale.

Amendment

(60) The Commission, **following consultation with the Member States and stakeholders**, will look into the most appropriate way to ensure that all consumers **and traders** are made aware of their rights at the point of sale. **The Commission should avail itself especially of the means provided by information and communication technology tools and public media.**

Amendment 54

Proposal for a directive Recital 61 a (new)

Text proposed by the Commission

Amendment

(61a) Provision should be made for a mutual evaluation process in which, during the transposition period for this Directive, Member States would first have to screen their legislation in order to ascertain what stricter provisions, which are compliant with the Treaty on the Functioning of the European Union, are to be maintained or adopted in their national law in order to ensure a higher level of protection for the consumer. By the end of the transposition period for this Directive, Member States should draw up a report on the results of this screening. The Commission should submit each report to all other Member States and stakeholders. Member States and the European Parliament would then have six months in which to submit their observations on those reports. Not later than one year after the end of the transposition period for this Directive, and every three years thereafter, the Commission should draw up a report, accompanied where appropriate by legislative proposals. If necessary, the

Commission could assist the Member States in devising a common method.

Amendment 55

Proposal for a directive Recital 61 b (new)

Text proposed by the Commission

Amendment

(61b) To ensure a high level of consumer protection in all Member States, persons and organisations with a legitimate interest in consumer protection should be encouraged to notify the Member States and the Commission about their evaluations and issue non-binding recommendations so that they can be taken into account when this Directive is reviewed.

Amendment 56

Proposal for a directive Recital 63

Text proposed by the Commission

Amendment

(63) It is appropriate to review this Directive if some barriers to the internal market were identified. The review could lead to a Commission proposal to amend this Directive, which may include amendments to other consumer protection legislation reflecting the Commission's Consumer Policy Strategy commitment to review the acquis in order to achieve a high, common level of consumer protection.

deleted

Amendment 57

Proposal for a directive Article 1

Text proposed by the Commission

Amendment

The purpose of this Directive is to *contribute to the proper functioning of the internal market and* achieve a high level

The purpose of this Directive is to achieve a high level of consumer protection and *contribute to the proper functioning of the*

of consumer protection by approximating certain aspects of the laws, regulations and administrative provisions of the Member States concerning contracts between consumers and traders.

internal market by approximating certain aspects of the laws, regulations and administrative provisions of the Member States concerning contracts between consumers and traders.

Amendment 59

Proposal for a directive Article 2 – point 1

Text proposed by the Commission

(1) 'consumer' means any natural person who, in contracts covered by this Directive, is acting for purposes which are outside his trade, business, craft or profession;

Amendment

(1) 'consumer' means any natural person who, in contracts covered by this Directive, is acting for purposes which are **primarily** outside his trade, business, craft or profession.

Member States may maintain or extend the application of this Directive to legal or natural persons which are not "consumers" within the meaning of this Directive;

Amendment 60

Proposal for a directive Article 2 – point 2

Text proposed by the Commission

(2) 'trader' means any natural or legal person who, ***in contracts covered by this Directive***, is acting for purposes relating to his trade, business, craft or profession and anyone acting ***in the name of or*** on behalf of a trader;

Amendment

(2) 'trader' means any natural or legal person who, ***irrespective of whether privately or publicly owned***, is acting for purposes relating to his trade, business, craft or profession and anyone acting on behalf of a trader ***in relation to contracts covered by this Directive***;

Amendment 61

Proposal for a directive Article 2 – point 2 a (new)

Text proposed by the Commission

Amendment

(2a) 'goods' means any tangible movable item, and any intangible item usable in a manner which can be equated with physical possession, with the exception of

goods sold by way of execution or otherwise by authority of law. Water, gas and electricity shall be considered as 'goods' within the meaning of this Directive where they are put up for sale in a limited volume or set quantity;

Amendment 62

Proposal for a directive Article 2 – point 2 b (new)

Text proposed by the Commission

Amendment

(2b) 'good made to the consumer's specifications' means any non-prefabricated good made on the basis of an individual choice or decision by the consumer;

Amendment 63

Proposal for a directive Article 2 – point 3

Text proposed by the Commission

Amendment

(3) 'sales contract' means any contract for the sale of goods by the trader to the consumer including any mixed-purpose contract having as its object both goods and services;

deleted

Amendment 64

Proposal for a directive Article 2 – point 4

Text proposed by the Commission

Amendment

(4) 'goods' means any tangible movable item, with the exception of:

deleted

(a) goods sold by way of execution or otherwise by authority of law,

(b) water and gas where they are not put up for sale in a limited volume or set quantity,

(c) electricity;

Amendment 65

Proposal for a directive Article 2 – point 5

Text proposed by the Commission

(5) 'service **contract**' means any **contract** other **than a sales contract whereby a service is** provided by the trader to the consumer;

Amendment

(5) 'service' means any **work or** other service **of any kind** provided by the trader to the consumer **for remuneration**;

Amendment 66

Proposal for a directive Article 2 – point 5 a (new)

Text proposed by the Commission

Amendment

(5a) 'sales contract' means any contract whereby a trader grants ownership of goods to a consumer in accordance with the applicable national law, or undertakes to grant such ownership, and whereby the consumer undertakes to pay the agreed price.

Contracts for the supply of goods to be manufactured or produced shall also be defined as sales contracts for the purposes of this Directive;

Amendment 67

Proposal for a directive Article 2 – point 5 b (new)

Text proposed by the Commission

Amendment

(5b) 'mixed-purpose contract' means any contract that includes both aspects relating to the provision of services and aspects relating to the supply of goods;

Amendment 68

Proposal for a directive Article 2 – point 6

Text proposed by the Commission

(6) 'distance contract' means any **sales or service** contract **where the trader, for the conclusion of the contract, makes** exclusive use of one or more means of distance communication;

Amendment

(6) 'distance contract' means any contract **for the supply of a good or the provision of a service concluded between a trader and a consumer under an organised distance sales or service-provision scheme where the trader and the consumer are not simultaneously physically present for the conclusion of the contract, but, rather, make** exclusive use of one or more means of distance communication;

Amendment 69

Proposal for a directive Article 2 – point 7

Text proposed by the Commission

(7) '**means of distance communication**' means any means which, without the simultaneous physical presence of the trader and the consumer, may be used for the conclusion of a contract between those parties;

Amendment

deleted

Amendment 70

Proposal for a directive Article 2 – point 8

Text proposed by the Commission

(8) 'off-premises contract' means:

(a) **any sales or service contract** concluded away from business premises with the simultaneous physical presence of the trader and the consumer **or any sales or service contract for which an offer was made by the consumer in the same circumstances**, or

Amendment

(8) 'off-premises contract' means **any contract between a trader and a consumer for the supply of a good or the provision of a service**:

(a) **which is** concluded away from business premises with the simultaneous physical presence of the trader and the consumer, or

(b) *any sales or service contract concluded on business premises but negotiated* away from business premises, with the simultaneous physical presence of the trader and the consumer.

(aa) for which an offer was made by the consumer with the simultaneous physical presence of the trader and the consumer away from business premises, or

(b) whose main components have been determined in the course of an excursion, a leisure event or a sales demonstration organised by the trader away from business premises, with the simultaneous physical presence of the trader and the consumer, *the aim of such excursion, leisure event or demonstration being to conclude a contract subsequently on business premises;*

Amendment 71

Proposal for a directive Article 2 – point 9 – point b

Text proposed by the Commission

Amendment

(b) market stalls *and fair stands* where the trader carries on his activity on a regular or temporary basis;

(b) market stalls where the trader carries on his activity on a regular or temporary basis;

Amendment 72

Proposal for a directive Article 2 – point 12

Text proposed by the Commission

Amendment

(12) 'product' means any good or service including immovable property, rights and obligations;

deleted

Amendment 73

Proposal for a directive Article 2 – point 14

Text proposed by the Commission

Amendment

(14) 'professional diligence' means the standard of special skill and care which a trader may reasonably be expected to exercise towards consumers, commensurate with honest market practice and/or the general principle of good faith in the trader's field of activity;

deleted

Amendment 74

Proposal for a directive Article 2 – point 15

Text proposed by the Commission

(15) 'auction' means a method of sale where goods or services are offered by the trader through a competitive bidding procedure which may include the use of means of distance communication and where the highest bidder is bound to purchase the goods or the services. A transaction concluded on the basis of a fixed-price offer, despite the option given to the consumer to conclude it through a bidding procedure is not an auction;

Amendment

deleted

Amendment 75

Proposal for a directive Article 2 – point 16

Text proposed by the Commission

(16) 'public auction' means a method of sale where goods are offered by the trader to consumers, who attend or are given the possibility to attend the auction in person, through a competitive bidding procedure run by an auctioneer and where the highest bidder is bound to purchase the goods;

Amendment

(16) 'public auction' means a method of sale where a good or a service is offered by the trader to consumers, during an event which is physically accessible to the public, through a transparent, competitive bidding procedure run by a third party (the auctioneer), who, for pecuniary consideration, acts as the trader's agent. In an ascending price auction, the good or service is sold to the consumer or a person acting on his behalf making the highest bid. In a descending price auction, the good or service is sold to the consumer or a person acting on his behalf who is first to agree immediately to purchase the good or service for the asking price;

Amendment 76

Proposal for a directive Article 2 – point 17

Text proposed by the Commission

(17) 'producer' means the manufacturer of

Amendment

(17) 'producer' means the manufacturer of

goods, the importer of goods into the territory of the **Community** or any person purporting to be a producer by placing his name, trade mark or other distinctive sign on the goods;

goods, the importer of goods into the territory of the **Union** or any person purporting to be a producer by placing his name, trade mark or other distinctive sign on the goods;

Amendment 77

Proposal for a directive Article 2 – point 18

Text proposed by the Commission

(18) 'commercial guarantee' means any undertaking by the trader or producer (the 'guarantor') to the consumer to reimburse the price paid or to replace, repair or service goods in any way if they do not meet the specifications set out in the guarantee statement or in the relevant advertising available at the time of, or before the conclusion of the contract;

Amendment

(18) 'commercial guarantee' means any undertaking by the trader or producer (the 'guarantor') to the consumer, **in addition to his legal obligations relating to the guarantee of conformity**, to reimburse the price paid or to replace, repair or service goods in any way if they do not meet the specifications **or any other requirement not related to conformity** set out in the guarantee statement or in the relevant advertising available at the time of, or before the conclusion of the contract;

Amendment 78

Proposal for a directive Article 2 – point 19

Text proposed by the Commission

(19) '**intermediary**' means a trader who concludes the contract in the name of or on behalf of the consumer;

Amendment

deleted

Amendment 79

Proposal for a directive Article 2 – point 20

Text proposed by the Commission

(20) '**ancillary contract**' means **a contract by which the consumer acquires goods or services related to a distance contract or an off-premises contract and these goods or services are provided by the trader or a third party on the basis of an arrangement between that third party and the trader.**

Amendment

(20) '**linked contract**' means **any contract for the supply of a good or the provision of a service:**

(a) which forms, from an objective point of view, a commercial unit with a distance contract or an off-premises contract; and

(b) where the goods are supplied or the services are provided by the trader or a third party on the basis of an arrangement between that third party and the trader.

A commercial unit shall be deemed to exist where the goods or services provided under the linked contract are related to the performance of the distance contract or of the off-premises contract, as the case may be, or to the use of the goods supplied or the services provided under such distance or off-premises contract.

Amendments 80 and 232

Proposal for a directive Article 3

Text proposed by the Commission

1. This Directive shall apply, under the conditions and to the extent set out in its provisions, to ***sales and service*** contracts concluded between the trader and the consumer.
2. This Directive shall ***only apply to financial services as regards certain off-premises contracts as provided for by Articles 8 to 20, unfair contract terms as provided for by Articles 30 to 39 and general provisions as provided for by Articles 40 to 46, read in conjunction with Article 4 on full harmonisation.***

Amendment

1. This Directive shall apply, under the conditions and to the extent set out in its provisions, to contracts concluded between the trader and the consumer ***for the supply of a good or the provision of a service and to mixed-purpose contracts.***
2. This Directive shall ***be without prejudice to sector-specific Union legislation governing contracts concluded between a trader and a consumer.***
 - 2a. This Directive shall not apply to contracts relating to:***
 - (a) social services;***
 - (b) healthcare, that is to say health services provided by health professionals to patients to assess, maintain or restore their health;***
 - (c) gambling, which involves wagering a stake with pecuniary value in games of chance, including lotteries, casino games***

and betting transactions.

2b. Articles 5 to 19 and Article 23a shall not apply to contracts:

(a) relating to financial services;

(b) falling within the scope of Directive 2002/65/EC of the European Parliament and of the Council of 23 September 2002 concerning the distance marketing of consumer financial services¹.

3. Only Articles 30 to 39 on consumer rights concerning unfair contract terms, read in conjunction with Article 4 on full harmonisation, shall apply to contracts which fall within the scope of Directive 94/47/EC of the European Parliament and of the Council and of Council Directive 90/314/EEC.

3. Subject to paragraphs 4 to 4c of this Article, Articles 9 to 19 shall apply to distance and off-premises contracts.

4. Articles 5, 7, 9 and 11 shall be without prejudice to the provisions concerning information requirements contained in Directive 2006/123/EC of the European Parliament and of the Council and Directive 2000/31/EC of the European Parliament and of the Council.

4. Articles 9 to 19 shall not apply to distance and off-premises contracts:

(a) relating to the formation, acquisition or conveyance of rights in immovable property or guarantees in immovable property, or relating to the construction or major modification of a building or the renting of a building or an apartment;

(b) falling within the scope of Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours² or Directive 2008/122/EC of the European Parliament and of the Council of 14 January 2009 on the protection of consumers in respect of certain aspects of timeshare, long-term holiday products, resale and exchange contracts³;

(c) which, in accordance with the provisions of the Member States, are established by a public office-holder who has a statutory obligation to be independent and impartial and must ensure, by providing comprehensive legal information, that the consumer only

concludes the contract on the basis of careful consideration and with knowledge of its legal scope.

4a. Articles 9 to 19 shall not apply to off-premises contracts for which the trader and the consumer immediately perform their contractual obligations and the payment to be made by the consumer does not exceed EUR 40, if such contracts, due to their nature, are usually concluded away from business premises. Member States may define a lower value in their national legislation.

4b. Articles 9 to 19 shall not apply to distance contracts:

(a) concluded by means of automatic vending machines or automated commercial premises;

(b) concluded with telecommunications operators through public payphones for the use thereof, or relating to single telephone, Internet or fax connections established by the consumer.

4c. Article 11(1b) and Articles 12 to 19 shall not apply to distance contracts for the provision of accommodation, transport, motor vehicle rental services, catering or leisure services as regards contracts providing for a specific date or period of performance.

4d. Subject to paragraphs 4e, 4f and 4g of this Article, Articles 22 to 29 shall apply to sales contracts. Without prejudice to Article 24(5), where the contract is a mixed-purpose contract, Articles 22 to 29 shall only apply to the goods.

4e. Articles 22a and 23a shall also apply to service contracts and mixed-purpose contracts.

4f. Articles 22 to 29 shall not apply to:

(a) electricity;

(b) water and gas, where they are not put up for sale in a limited volume or set quantity.

4g. Articles 22 to 29 shall not apply to the sale of second-hand goods at public

auctions.

¹ OJ L 271, 9.10.2002, p. 16.

² OJ L 158, 23.6.1990, p. 59.

³ OJ L 33, 3.2.2009, p. 10.

Amendment 81

Proposal for a directive Article 4 – title

Text proposed by the Commission

Amendment

Full harmonisation

Degree of harmonisation

Amendment 82

Proposal for a directive Article 4

Text proposed by the Commission

Amendment

Member States may **not** maintain or introduce, in their national law, provisions ***diverging from those laid down in this Directive, including more or less stringent provisions*** to ensure ***a different level*** of consumer protection.

1. Except where provided for in paragraphs 1a and 1b, Member States may maintain or introduce, in their national law, more stringent provisions, compatible with the Treaty on the Functioning of the European Union, in order to ensure a higher level of consumer protection, under the conditions and to the extent specified in Article 5, Article 9(5) and 9(6), Articles 22 to 29, Article 31(4) and Articles 34 and 35.

2. Member States may maintain in force, in their national law, more stringent provisions, which are compatible with the Treaty on the Functioning of the European Union, in order to ensure a higher level of consumer protection, as laid down in Article 12(4) and Article 13(2).

3. Member States may not maintain or introduce, in their national law, provisions diverging from those laid down in Article 2, Article 9(1) to (4) and Article 9(8), Articles 10 and 11, Article 12(1) to (3), Article 13(1), Articles 14 to 19, Articles 30 to 33 and Article 36 including more stringent provisions to ensure a

different level of consumer protection.

Amendment 83

Proposal for a directive Article 4 a (new)

Text proposed by the Commission

Amendment

Article 4a Periods, dates and time limits

Council Regulation (EEC, Euratom) No 1182/71 of 3 June 1971 determining the rules applicable to periods, dates and time limits¹ shall apply to the calculation of the periods, dates and time limits contained in this Directive.

¹ OJ L 124, 8.6.1971, p. 1.

Amendment 84

Proposal for a directive Chapter II – title

Text proposed by the Commission

Amendment

Consumer information

Consumer information **for on-premises contracts**

Amendment 85

Proposal for a directive Article 5 – title

Text proposed by the Commission

Amendment

General information requirements

Information requirements **for on-premises contracts**

Amendment 86

Proposal for a directive Article 5 – paragraph 1 – introductory part

Text proposed by the Commission

Amendment

1. **Prior to the conclusion of any sales or service** contract, the trader shall provide the consumer with the following information, if not already apparent from

1. **On concluding an on-premises** contract, the trader shall provide the consumer with the following information **in a clear and intelligible manner**, if not already apparent

the context:

from the context:

Amendment 87

Proposal for a directive Article 5 – paragraph 1 – point a

Text proposed by the Commission

Amendment

(a) the main characteristics of the **product**, to an extent appropriate to the **medium and the product**;

(a) the main characteristics of the **good or service**, to an extent appropriate to the **good or service**;

Amendment 88

Proposal for a directive Article 5 – paragraph 1 – point b

Text proposed by the Commission

Amendment

(b) **the geographical address and** the identity of the trader, such as his trading name **and, where applicable, the geographical address and the identity of the trader on whose behalf he is acting**;

(b) the identity of the trader, such as his trading name;

Amendment 89

Proposal for a directive Article 5 – paragraph 1 – point b a (new)

Text proposed by the Commission

Amendment

(ba) the trader's business address, telephone, fax number and e-mail address, where available, to enable the consumer to contact the trader quickly and to communicate with the trader efficiently;

Amendment 90

Proposal for a directive Article 5 – paragraph 1 – point c

Text proposed by the Commission

Amendment

(c) the price inclusive of taxes, or where the nature of the **product** means that the

(c) the **total** price inclusive of taxes, or where the nature of the **good or service**

price cannot reasonably be calculated in advance, the manner in which the price is calculated, as well as, where appropriate, all additional freight, delivery or postal charges or, where these charges cannot reasonably be calculated in advance, the fact that such additional charges may be payable;

means that the price cannot reasonably be calculated in advance, the manner in which the price is calculated, as well as, where appropriate, all additional freight, delivery or postal charges **and any other cost** or, where these charges cannot reasonably be calculated in advance, the fact that such additional charges may be payable. ***In the case of an contract of indeterminate duration, the total price shall mean the total monthly costs;***

Amendment 91

Proposal for a directive

Article 5 – paragraph 1 – point d

Text proposed by the Commission

(d) the arrangements for payment, delivery, performance and the complaint handling policy, ***if they depart from the requirements of professional diligence;***

Amendment

(d) ***where appropriate,*** the arrangements for payment, delivery, performance, ***the date by which the trader undertakes to deliver the goods or to provide the service*** and the ***trader's*** complaint handling policy;

Amendment 92

Proposal for a directive

Article 5 – paragraph 1 – point f

Text proposed by the Commission

(f) the existence and the conditions of after-sales services and commercial guarantees, where applicable;

Amendment

(f) ***in addition to a reminder of the existence of a legal guarantee of conformity for goods,*** the existence and the conditions of after-sales services and commercial guarantees, where applicable;
(fa) the existence of codes of conduct and how they can be obtained, where applicable;

Amendment 93

Proposal for a directive

Article 5 – paragraph 1 – point g

Text proposed by the Commission

(g) the duration of the contract where applicable or if the contract is ***open-ended,***

Amendment

(g) the duration of the contract where applicable or if the contract is ***of***

the conditions for terminating the contract;

indeterminate duration or is to be extended automatically, the conditions for terminating the contract;

Amendment 94

Proposal for a directive Article 5 – paragraph 1 – point i

Text proposed by the Commission

(i) the existence and the conditions of deposits or other financial guarantees to be paid or provided by the consumer at the request of the trader.

Amendment

(i) ***where applicable***, the existence and the conditions of deposits or other financial guarantees to be paid or provided by the consumer at the request of the trader;

Amendment 95

Proposal for a directive Article 5 – paragraph 1 – points i a, i b and i c (new)

Text proposed by the Commission

Amendment

(ia) the application of technical protection measures for digital content, where applicable;

(ib) any interoperability of digital content with hardware and software that the trader is aware of or can reasonably be expected to have been aware of, including any lack of interoperability, where applicable;

(ic) the possibility of having recourse to an out-of-court complaint and redress mechanism, to which the trader is subject, and the methods for having access to it, where applicable.

Amendment 96

Proposal for a directive Article 5 – paragraph 2

Text proposed by the Commission

2. In the case of a public auction, the information in paragraph 1(b) may be replaced by the geographical address and the identity of the auctioneer.

Amendment

2. Paragraph 1 shall not be applicable to contracts for the delivery of a good or the provision of a service, which involve day-to-day transactions and in which the trader has to deliver the good or provide

the service immediately when the contract is concluded.

Amendment 97

Proposal for a directive Article 5 – paragraph 3

Text proposed by the Commission

3. The information referred to in paragraph 1 shall form an integral part of the sales or service contract.

Amendment

3. Member States may adopt or maintain additional pre-contractual information requirements.

Amendment 98

Proposal for a directive Article 6 – paragraph 2

Text proposed by the Commission

2. Without prejudice to **Articles 7(2)**, 13 and 42, the consequences of any breach of Article 5, shall be determined in accordance with the applicable national law. Member States shall provide in their national laws for effective **contract law** remedies for any breach of Article 5.

Amendment

2. Without prejudice to **Articles 13** and 42, the consequences of any breach of Article 5 shall be determined in accordance with the applicable national law. Member States shall provide in their national laws for effective **and proportionate** remedies for any breach of Article 5.

Amendment 99

Proposal for a directive Article 7

Text proposed by the Commission

Article 7
Specific information requirements for intermediaries

1. Prior to the conclusion of the contract, the intermediary shall disclose to the consumer, that he is acting in the name of or on behalf of another consumer and that the contract concluded, shall not be regarded as a contract between the consumer and the trader but rather as a contract between two consumers and as such falling outside the scope of this Directive.

Amendment

deleted

2. The intermediary, who does not fulfil the obligation under paragraph 1, shall be deemed to have concluded the contract in his own name.

3. This Article shall not apply to public auctions.

Amendment 100

Proposal for a directive Article 8

Text proposed by the Commission

Amendment

Article 8 Scope

deleted

This Chapter shall apply to distance and off-premises contracts.

Amendment 101

Proposal for a directive Article 9

Text proposed by the Commission

Amendment

Article 9

Article 9

Information requirements for distance and off-premises contracts

Pre-contractual information requirements for distance and off-premises contracts

As regards distance or off-premises contracts, the trader shall provide the following information which shall form an integral part of the contract:

1. In good time before the consumer is bound by any ***distance or off-premises*** contract or any corresponding offer, ***the trader shall provide the*** consumer with the ***following information*** in a clear and intelligible manner:

(a) the information referred to in Articles 5 and 7 and, by way of derogation from Article 5(1)(d), the arrangements for payment, delivery and performance in all cases;

(a) the main characteristics of the good or service, to the extent appropriate to the medium and the good or service;

(b) where a right of withdrawal applies, the conditions and procedures for exercising that right in accordance with Annex I;

(b) the identity of the trader, such as his trading name;

(ba) the trader's business address, telephone number, fax number and e-mail

(c) if different from his geographical address, the geographical address of the place of business of the trader (and where applicable that of the trader on whose behalf he is acting) where the consumer can address any complaints;

(d) the existence of codes of conduct and how they can be obtained, where applicable;

(e) the possibility of having recourse to an amicable dispute settlement, where applicable;

(f) that the contract will be concluded with a trader and as a result that the consumer will benefit from the protection afforded

address, where available, to enable the consumer to contact the trader quickly and to communicate with him efficiently;

(c) the total price inclusive of taxes, or, where the nature of the good or service means that the price cannot reasonably be calculated in advance, the manner in which the price is calculated, as well as, where appropriate, all additional freight, delivery or postal charges and any other cost or, where those charges cannot reasonably be calculated in advance, the fact that such additional charges may be payable; in the case of a contract of indeterminate duration, the total price shall mean the total monthly costs;

(d) the arrangements for payment, delivery, performance, the date by which the trader undertakes to deliver the goods or to perform the service and the trader's complaint handling policy;

(e) in so far as a right of withdrawal exists, the conditions, period and procedure for exercising that right including the eventual costs of return of the goods for the consumer; for this purpose, the trader may use the model instructions on withdrawal set out in Annex I(A) and the model withdrawal form set out in Annex I(B), or any other clearly worded statement; if the trader informs the consumer using the model instructions on withdrawal set out in Annex I(A), he shall be deemed to have satisfied the information requirements laid down in this Article concerning the right of withdrawal;

(ea) where a right of withdrawal does not apply in accordance with Article 19(1), the information that the consumer cannot exercise a right of withdrawal;

(f) in addition to a reminder of the existence of a legal guarantee of conformity for goods, the existence and

by this Directive.

the conditions of after-sales services and commercial guarantees, where applicable;

(fa) the existence of codes of conduct and how copies of them can be obtained, where applicable;

(fb) the duration of the contract where applicable, or, if the contract is of indeterminate duration or is to be extended automatically, the conditions for terminating the contract;

(fc) the minimum duration of the consumer's obligations under the contract, where applicable;

(fd) the existence and the conditions of deposits or other financial guarantees to be paid or provided by the consumer at the request of the trader;

(fe) the application of technical protection measures for digital content, where applicable;

(ff) any interoperability of digital content with hardware and software that the trader is aware of or can reasonably be expected to have been aware of, including any lack of interoperability, where applicable;

(fg) the possibility of having recourse to an out-of-court complaint and redress mechanism, to which the trader is subject, and the methods for having access to it, where applicable.

2. In the case of a public auction, the information referred to in points (b), (ba) and (c) of paragraph 1 may be replaced by the equivalent details for the auctioneer.

3. The information referred to in paragraph 1 shall form an integral part of the distance or off-premises contract.

4. Member States shall not impose any other requirements on the content of the model instructions on withdrawal set out in Annex I(A).

5. For distance and off-premises contracts relating to transport services or health and safety requirements, Member States may adopt or maintain provisions of

national law laying down additional pre-contractual information requirements provided that they are compatible with the Treaty on the Functioning of European Union and that such requirements are appropriate for the proper information of the consumer.

6. Member States may adopt or maintain additional pre-contractual information requirements for all distance and off-premises contracts for the provision of services for which, pursuant to Article 22(5) of Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market¹, they impose additional information requirements applicable to providers established in their territory.

7. Article 5 shall be without prejudice to Directive 2000/31/EC of the European Parliament and of the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market².

8. As regards demonstrating compliance with the information requirements referred to in this Chapter, the burden of proof shall be upon the trader.

¹ OJ L 376, 27.12.2006, p. 36.

² OJ L 178, 17.7.2000, p. 1.

Amendment 102

Proposal for a directive

Article 10 – title

Text proposed by the Commission

Formal requirements for off-premises contracts

Amendment

Formal **pre-contractual information** requirements for off-premises contracts

Amendment 233

Proposal for a directive

Article 10 – paragraph 1

Text proposed by the Commission

1. With respect to off-premises contracts,

Amendment

1. With respect to off-premises contracts,

the information provided for in Article 9 shall be given in the order form in plain **and** intelligible language and be legible. **The order form shall include the standard withdrawal form set out in Annex I(B).**

the information provided for in Article 9 shall be given in the order form **to the consumer on paper or, if the consumer agrees, on another durable medium** in plain, intelligible language and **shall** be legible.

Amendment 104

Proposal for a directive Article 10 – paragraph 2

Text proposed by the Commission

2. An off-premises contract shall only **be** valid if the consumer **signs** an **order form and in cases where the order form is not on paper, receives a copy of the order form on another durable medium.**

Amendment

2. An off-premises contract shall only **become** valid if the consumer **has signed** an order form.

Amendment 234

Proposal for a directive Article 10 – paragraph 2 a (new)

Text proposed by the Commission

Amendment

2a. Notwithstanding paragraphs 1 and 2, with respect to off-premises mixed contracts for which the trader and the consumer immediately perform their contractual obligations and the payment to be made by the consumer does not exceed EUR 200:

(a) the trader shall not be required to provide the information set out in Article 9 on paper or another durable medium; and

(b) the signature by the consumer of an order form shall not be required for the validity of the contract;

provided that such contracts, due to their nature, are usually concluded away from business premises.

Amendment 105

Proposal for a directive Article 10 – paragraph 3

Text proposed by the Commission

3. Member States shall not impose any formal requirements *other than those provided for in paragraphs 1 and 2.*

Amendment

3. Member States shall not impose any **further formal pre-contractual information** requirements **for the fulfilment of the information obligations referred to in Article 9(1).**

Amendment 106

Proposal for a directive Article 11 – title

Text proposed by the Commission

Formal requirements for distance contracts

Amendment

Formal **pre-contractual information** requirements for distance contracts

Amendments 107, 235 and 236

Proposal for a directive Article 11 – paragraph 1

Text proposed by the Commission

1. With respect to distance contracts, the information provided for in **Article 9(a)** shall be given or made available to the consumer **prior to the conclusion of the contract**, in plain and intelligible language and be legible, in a way appropriate to the means of distance communication used.

Amendment

1. With respect to distance contracts, the information provided for in **Article 9** shall be given or made available to the consumer **on a durable medium**, in plain and intelligible language, and **shall** be legible, in a way appropriate to the means of distance communication used.

1a. If a distance contract, the terms of which have not been individually negotiated, to be concluded by electronic means for the delivery of a good or the provision of a service, places the consumer under an obligation to make a payment, the consumer shall be bound by the contract only if:

(a) the trader has made the consumer aware in a clear and prominent manner of the total price, including all related

price components; and

(b) the consumer has confirmed that he has read and understood the information required under point (a). With regard to contracts concluded through websites, this requirement shall be deemed to be satisfied if the website is designed in such a way that a binding order cannot be placed unless the consumer has previously registered on the trader's website to use the trader's offer.

1b. By way of derogation from point (b) of paragraph 1a, where a distance contract referred to in that paragraph is to be concluded by telephone, the consumer shall be bound by that contract only if the trader has sent the consumer, on a durable medium, confirmation of his offer, including the information required under point (a) of paragraph 1a.

Amendment 108

Proposal for a directive Article 11 – paragraph 2

Text proposed by the Commission

2. If the trader makes a telephone call to the consumer with a view to concluding a distance contract, he shall disclose his identity and the commercial purpose of the call at the beginning of the conversation with the consumer.

Amendment

2. If the trader ***or an intermediary acting on behalf of the trader*** makes a telephone call to the consumer with a view to concluding a distance contract, he shall disclose his identity and the commercial purpose of the call at the beginning of the conversation with the consumer.

2a. Trading websites shall indicate clearly and legibly on their homepage whether there are restrictions of any kind – including on means of payment – regarding delivery to certain Member States.

Amendment 109

Proposal for a directive Article 11 – paragraph 3

Text proposed by the Commission

Amendment

3. If the contract is concluded through a medium which allows limited space or time to display the information, the trader shall provide at least the information regarding the main characteristics of the **product and** the total price referred to in **Articles 5(1)(a) and (c) on that particular medium prior to the conclusion of such a contract**. The other information referred to in **Articles 5 and 7** shall be provided by the trader to the consumer in an appropriate way in accordance with paragraph 1.

3. If the contract is concluded through a medium which allows limited space or time to display the information, the trader shall provide at least, **on that particular medium prior to the conclusion of such a contract**, the **pre-contractual** information regarding the main characteristics of the **good or service**, the total price, **the duration of the contract and, if the contract is of indeterminate duration, the conditions for terminating the contract** referred to in **Article 9(1)(a), (b), (c), (e) and (g)**. The other information referred to in **Article 9** shall be provided by the trader to the consumer in an appropriate way in accordance with paragraph 1.

Amendment 110

Proposal for a directive
Article 11 – paragraph 4

Text proposed by the Commission

Amendment

4. The consumer shall receive confirmation of all the information referred to in Article 9(a) to (f), on a durable medium, in reasonable time after the conclusion of any distance contract, and at the latest at the time of the delivery of the goods or when the performance of the service has begun, unless the information has already been given to the consumer prior to the conclusion of any distance contract on a durable medium.

deleted

Amendment 237

Proposal for a directive
Article 11 – paragraph 5

Text proposed by the Commission

Amendment

5. Member States shall not impose any **formal** requirements **other than those provided for in paragraphs 1 to 4**.

4. Member States shall not impose any **further formal pre-contractual information** requirements for **the fulfilment of the information obligations**

referred to in Article 9(1).

Notwithstanding the first subparagraph, with respect to contracts referred to in paragraph 1b of this Article, Member States may introduce or maintain provisions of national law to the effect that the consumer is only bound by the contract if he has confirmed to the trader the conclusion of the contract on a durable medium. Member States shall notify those provisions to the Commission which shall make this information public in an easily accessible way.

Amendment 112

Proposal for a directive Article 12 – paragraph 1 a (new)

Text proposed by the Commission

Amendment

1a. In the case of a distance or off-premises contract, the withdrawal period referred to in paragraph 1 shall begin from the day of the conclusion of the contract or on the day on which the consumer receives a copy of the signed contract document on a durable medium, if different from the day of conclusion of the contract.

Amendment 113

Proposal for a directive Article 12 – paragraph 2

Text proposed by the Commission

Amendment

2. In the case of an off-premises contract, the withdrawal period shall begin from the day *when* the consumer *signs the order form or in cases where the order form is not on paper, when the consumer receives a copy of the order form on another durable medium.*

In the case of a distance contract for the sale of goods, the withdrawal period shall begin from the day on which the consumer or a third party other than the

2. *Notwithstanding paragraph 1*, in the case of a *distance or* off-premises contract *for the delivery of goods*, the withdrawal period shall begin from the day *on which* the consumer *or a third party other than the carrier and indicated by the consumer acquires material possession of the goods ordered or:*

carrier and indicated by the consumer acquires the material possession of each of the goods ordered.

In the case of a distance contract for the provision of services, the withdrawal period shall begin from the day of the conclusion of the contract.

(a) in the case of multiple goods ordered by the consumer in one order and delivered separately, of the last good delivered;

(b) in the case of a good consisting of multiple lots or pieces, of the last lot or piece;

(c) in the case of the recurring delivery of goods of the same kind during a defined period of time, of the first good delivered.

Amendment 115

Proposal for a directive Article 12 – paragraph 4

Text proposed by the Commission

4. The Member States shall not prohibit the parties from performing their obligations *under the contract* during the withdrawal period.

Amendment

4. The Member States shall not prohibit the parties from performing their *contractual* obligations during the withdrawal period. *Nevertheless, in the case of off-premises contracts, Member States may maintain existing national legislation prohibiting the trader from collecting the payment during a given period after the conclusion of the contract.*

Amendment 116

Proposal for a directive Article 13

Text proposed by the Commission

If the trader has not provided the consumer with the information on the right of withdrawal in breach of *Articles 9(b), 10(1) and 11(4)*, the withdrawal period shall expire *three months after the trader has fully performed his other contractual*

Amendment

1. If the trader has not provided the consumer with the information on the right of withdrawal in breach of *point (e) of Article 9(1)*, the withdrawal period shall expire *one year from the end of the initial withdrawal period, as determined in*

obligations.

accordance with Article 12(1a) and (2).

2. Nevertheless, Member States may maintain existing national legislation providing for a longer period of expiration of the withdrawal period.

Amendments 238 and 239

Proposal for a directive Article 14 – paragraph 1

Text proposed by the Commission

1. The consumer shall inform the trader of his decision to withdraw ***on a durable medium either in a statement addressed to the trader drafted in his own words or using the standard withdrawal form as set out in Annex I(B).***

Member States shall not provide for any ***other*** formal requirements applicable to ***this standard*** withdrawal form.

Amendment

1. ***Before expiry of the withdrawal period,*** the consumer shall inform the trader of his decision to withdraw. ***For this purpose, the consumer may either:***

(a) use the model withdrawal form set out in Annex I(B) or make any other clearly worded statement; or

(b) return the goods to the trader, accompanied by a clearly worded statement setting out the consumer's decision to withdraw.

Member States shall not provide for any formal requirements applicable to ***the model*** withdrawal form ***other than those set out in Annex I(B).***

Amendment 240

Proposal for a directive Article 14 – paragraph 2

Text proposed by the Commission

2. For distance contracts concluded on the Internet, the trader may, in addition to the possibilities referred to in paragraph 1, give the option to the consumer to electronically fill in and submit the ***standard*** withdrawal form on the trader's website. In ***that case*** the trader shall communicate to the consumer an acknowledgement of receipt of such a withdrawal by email without delay.

Amendment

2. For distance contracts concluded on the Internet, the trader may, in addition to the possibilities referred to in paragraph 1, give the option to the consumer to electronically fill in and submit ***either the model withdrawal form set out in Annex I(B) or any other clearly worded statement*** on the trader's website. In ***those cases*** the trader shall communicate to the consumer an acknowledgement of receipt of such a withdrawal by email ***on a durable medium***

without delay.

Amendment 119

Proposal for a directive Article 15 – points a and b

Text proposed by the Commission

- (a) to perform the distance or off-premises contract, or
- (b) to conclude **an** off-premises contract, in cases where an offer was made by the consumer.

Amendment

- (a) to perform the distance or off-premises contract, or
- (b) to conclude **the distance or** off-premises contract, in cases where an offer was made by the consumer.

Amendment 120

Proposal for a directive Article 16 – paragraph 1

Text proposed by the Commission

1. The trader shall reimburse any payment received from the consumer **within thirty** days from the day on which he **receives the communication of withdrawal**.

Amendment

1. The trader shall reimburse any payment received from the consumer, **including, if applicable, the costs of delivery, without undue delay, and in any event not later than fourteen** days from the day on which he **is informed of the consumer's decision to withdraw in accordance with Article 14**. **The trader may carry out such reimbursement by any means of payment which is legal tender in the country where the consumer receives it, and provided that the consumer does not incur any fees as a result of the reimbursement.**

Amendment 241

Proposal for a directive Article 16 – paragraph 2

Text proposed by the Commission

2. For sales contracts, the trader may **withhold the** reimbursement **until he has received or collected the goods back, or** the consumer has supplied evidence of having sent back the goods, **whichever is the earliest**.

Amendment

2. **Notwithstanding paragraph 1, the trader shall not be required to reimburse additional delivery costs, if the consumer has expressly opted for a type of delivery other than a standard delivery.** For sales contracts, the trader may **make** reimbursement **subject to the condition**

that the consumer has supplied evidence of having sent back the goods.

Amendment 122

Proposal for a directive Article 17 – paragraph 1

Text proposed by the Commission

1. For *sales* contracts for *which the material possession of the goods has been transferred to the consumer or at his request, to a third party before the expiration of the withdrawal period*, the consumer shall send back the goods or hand them over to the trader or to a person authorised by the trader to receive them, *within* fourteen days from the day on which he communicates his *withdrawal* to the trader, unless the trader has offered to collect the goods himself.

The consumer shall only be charged for the direct cost of returning the goods *unless* the trader has agreed to bear *that cost*.

Amendment

1. For *distance or off-premises* contracts for *the supply of goods* the consumer shall send back the goods or hand them over to the trader or to a person authorised by the trader to receive them, *without undue delay and in any event not later than* fourteen days from the day on which he communicates his *decision to withdraw* to the trader *in accordance with Article 14*, unless the trader has offered to collect the goods himself.

The consumer shall only be charged for the direct cost of returning the goods. *He shall not be charged for that cost if* the trader has agreed *in the contract* to bear *it or the price of the goods to be returned is more than EUR 40*.

Amendment 123

Proposal for a directive Article 17 – paragraph 2

Text proposed by the Commission

2. The consumer shall only be liable for any diminished value of the goods resulting from the handling other than what is necessary to *ascertain* the nature and functioning of the goods. *He* shall not be liable for diminished value where the trader has failed to provide notice of the withdrawal *right* in accordance with *Article 9(b)*. *For service contracts subject to a right of withdrawal, the consumer shall bear no cost for services performed, in full or in part, during the withdrawal period*.

Amendment

2. The consumer shall only be liable for any diminished value of the goods resulting from the handling other than what is necessary to *establish* the nature, *qualities* and functioning of the goods. *The consumer* shall *in any event* not be liable for *any* diminished value *of the goods* where the trader has failed to provide notice of the *right of* withdrawal in accordance with *point (e) of Article 9(1)*.

2a. Except as provided for in this Article, the consumer shall not incur any liability through the exercise of the right of withdrawal.

Amendment 125

Proposal for a directive Article 18 – paragraph 1

Text proposed by the Commission

1. Without prejudice to Article 15 of Directive 2008/48/EC, if the consumer exercises his right of withdrawal from a distance or an off-premises contract in accordance with Articles 12 to 17, any ***ancillary*** contracts shall be automatically terminated, without any costs for the consumer.

Amendment

1. Without prejudice to Article 15 of Directive 2008/48/EC, if the consumer exercises his right of withdrawal from a distance or an off-premises contract in accordance with Articles 12 to 17, any ***linked*** contracts shall be automatically terminated, without any costs for the consumer ***that are not provided for in this Directive.***

Amendment 126

Proposal for a directive Article 19 – paragraph 1 – introductory part

Text proposed by the Commission

1. In respect of distance contracts, the right of withdrawal shall not apply as regards the following:

Amendment

1. In respect of distance ***and off-premises*** contracts, the right of withdrawal shall not apply as regards the following:

Amendment 127

Proposal for a directive Article 19 – paragraph 1 – point a

Text proposed by the Commission

(a) services where performance has begun, with the consumer's prior express consent, before the end of the fourteen day period referred to in Article 12;

Amendment

(a) services where performance has begun, with the consumer's prior express consent ***on a durable medium***, before the end of the fourteen day period referred to in Article 12; ***in such cases, the consent should also extend to waiving the consumer's right of withdrawal;***

Amendment 128

Proposal for a directive Article 19 – paragraph 1 – point b

Text proposed by the Commission

(b) the supply of goods or services for which the price is dependent on fluctuations in the **financial** market which cannot be controlled by the trader;

Amendment

(b) the supply of goods or services for which the price is dependent on fluctuations in the market which cannot be controlled by the trader **and which might occur within the withdrawal period**;

Amendment 129

Proposal for a directive Article 19 – paragraph 1 – point c

Text proposed by the Commission

(c) the supply of goods made to the consumer's specifications or clearly personalized or which are liable to deteriorate or expire rapidly;

Amendment

(c) the supply of goods made **or services provided** to the consumer's specifications or clearly personalized, **requiring the trader to make individual arrangements which he can make no other use of**, or which are liable to deteriorate or expire rapidly;

Amendment 130

Proposal for a directive Article 19 – paragraph 1 – point d

Text proposed by the Commission

(d) the supply **of wine, the price of which has been agreed upon at the time of the conclusion of the sales contract, the delivery of which can only take place beyond the time-limit referred to in Article 22(1) and the actual value of which is dependent on fluctuations in the market which cannot be controlled by the trader**;

Amendment

(d) the supply of:

- **foodstuffs,**
- **beverages,**
- **pharmaceuticals, or**
- **other hygienically sensitive goods, whose packaging or sealing has already been opened by the consumer, after**

having been informed about the exclusion of the right of withdrawal;

(da) contracts in respect of which the consumer, in order to respond to an immediate emergency, has requested immediate performance by the trader; if, on this occasion, the trader provides or sells additional services or goods other than those which are strictly necessary to meet the immediate emergency of the consumer, the right of withdrawal shall apply to those additional goods or services;

(db) contracts for which the consumer has specifically requested the trader to visit him at home for the purpose of carrying out repairs or maintenance; if, on the occasion of such a visit, the trader provides services in addition to those specifically requested by the consumer or goods other than replacement parts necessarily used in performing the maintenance or in making the repairs, the right of withdrawal shall apply to those additional services or goods;

Amendment 132

Proposal for a directive Article 19 – paragraph 1 – point f

Text proposed by the Commission

(f) the supply of newspapers, periodicals and magazines;

Amendment

(f) the supply of newspapers, periodicals and magazines *with the exception of subscription contracts for the supply of such publications;*

Amendment 133

Proposal for a directive Article 19 – paragraph 1 – point g

Text proposed by the Commission

(g) *gaming and lottery services;*

Amendment

deleted

Amendment 134

Proposal for a directive Article 19 – paragraph 1 – point h

Text proposed by the Commission

(h) contracts concluded at **an** auction.

Amendment

(h) contracts concluded at **a public** auction.
(ha) the supply of digital content once the consumer has started to download that digital content.

Amendment 135

Proposal for a directive Article 19 – paragraph 2

Text proposed by the Commission

2. In respect of off-premises contracts, the right of withdrawal shall not apply as regards the following:

(a) contracts for the supply of foodstuffs, beverages or other goods intended for current consumption in the household, selected in advance by the consumer by means of distance communication and physically supplied to the consumer's home, residence or workplace by the trader who usually sells such goods on his own business premises;

(b) contracts for which the consumer, in order to respond to an immediate emergency, has requested the immediate performance of the contract by the trader; if, on this occasion, the trader provides or sells additional services or goods other than those which are strictly necessary to meet the immediate emergency of the consumer, the right of withdrawal shall apply to those additional services or goods;

(c) contracts for which the consumer has specifically requested the trader, by means of distance communication, to visit his home for the purpose of repairing or performing maintenance upon his property; if on this occasion, the trader provides services in addition to those

Amendment

deleted

specifically requested by the consumer or goods other than replacement parts necessarily used in performing the maintenance or in making the repairs, the right of withdrawal shall apply to those additional services or goods.

Amendment 136

Proposal for a directive Article 19 – paragraph 3

Text proposed by the Commission

3. The *parties* may agree not to apply *paragraphs 1 and 2*.

Amendment

2. The *trader and the consumer* may agree not to apply *paragraph 1*.

Amendment 137

Proposal for a directive Article 20

Text proposed by the Commission

Article 20
Excluded distance and off-premises contracts

1. *Articles 8 to 19 shall not apply to distance and off-premises contracts:*

(a) for the sale of immovable property or relating to other immovable property rights, except for rental and works relating to immovable property;

(b) concluded by means of automatic vending machines or automated commercial premises;

(c) concluded with telecommunications operators through public payphones for their use;

(d) for the supply of foodstuffs or beverages by a trader on frequent and regular rounds in the neighbourhood of his business premises.

2. *Articles 8 to 19 shall not apply to off-premises contracts relating to:*

(a) insurance,

(b) financial services whose price depends

Amendment

deleted

on fluctuations in the financial market outside the trader's control, which may occur during the withdrawal period, as defined in Article 6(2)(a) of Directive 2002/65/EC and

(c) credit which falls within the scope of Directive 2008/48/EC.

3. Articles 8 to 19 shall not apply to distance contracts for the provision of accommodation, transport, car rental services, catering or leisure services as regards contracts providing for a specific date or period of performance.

Amendment 138

Proposal for a directive Article 21

Text proposed by the Commission

Amendment

Article 21 Scope

deleted

1. This Chapter shall apply to sales contracts. Without prejudice to Article 24(5), where the contract is a mixed-purpose contract having as its object both goods and services, this Chapter shall only apply to the goods

2. This Chapter shall also apply to contracts for the supply of goods to be manufactured or produced.

3. This Chapter shall not apply to the spare parts replaced by the trader when he has remedied the lack of conformity of the goods by repair under Article 26.

4. Member States may decide not to apply this Chapter to the sale of second-hand goods at public auctions

Amendment 139

Proposal for a directive Article 22 – paragraph 1

Text proposed by the Commission

Amendment

1. *Unless* the parties have agreed

1. *In the event that* the parties have *not*

otherwise, the trader shall deliver the goods by transferring the material possession of the goods to the consumer or to a third party, other than the carrier **and indicated by the consumer, within a maximum of** thirty days from the day of the conclusion of the contract.

agreed **on the time of delivery**, the trader shall deliver the goods by transferring the material possession of the goods to the consumer or to a third party, **indicated by the consumer and** other than the carrier, **as soon as possible but not later than** thirty days from the day of the conclusion of the contract.

Amendment 140

Proposal for a directive Article 22 – paragraph 2

Text proposed by the Commission

2. Where the trader has failed to fulfil his obligations to deliver, the consumer shall be entitled to **a refund of any sums paid within seven days from the date of delivery provided for in paragraph 1.**

Amendment

2. Where the trader has failed to fulfil his obligations to deliver **the goods at the time agreed on with the consumer, or in accordance with paragraph 1**, the consumer shall be entitled to **terminate the contract unless the goods are delivered within a new period to be determined by the consumer, which shall not exceed seven days. To that end, the consumer shall give prior notice in writing to the trader, specifying the new delivery period and stating his intention to terminate the contract in the event that the delivery does not take place by the end of that new delivery period. If, upon expiry of that period, no action has been taken, the consumer shall be deemed to have withdrawn from the contract.**

Notwithstanding the first subparagraph, the consumer shall be entitled to terminate the contract with immediate effect where the trader has implicitly or explicitly refused to deliver the goods, or where compliance with the agreed time of delivery is regarded as an essential element of the contract, taking into account the circumstances attending the conclusion of the contract.

2a. Upon termination of the contract, the trader shall immediately, and in any event not later than seven days after the termination of the contract, reimburse all sums paid under the contract.

2b. This Article shall be without prejudice to the right of the consumer to claim damages.

Amendment 141

Proposal for a directive Article 22 a (new)

Text proposed by the Commission

Amendment

Article 22a

Right to delivery of goods to or supply of services in another Member State

In the case of a distance contract, the consumer shall be entitled to require the trader to deliver the goods or supply the service in another Member State. The trader shall meet the consumer's request if this is technically feasible and if the consumer agrees to bear all the related costs. The trader shall in any event state those costs in advance.

Amendment 142

Proposal for a directive Article 22 b (new)

Text proposed by the Commission

Amendment

Article 22b

Means of payment

1. The trader and consumer may agree on an advance payment or a deposit on delivery.

2. In accordance with Article 52(3) of Directive 2007/64/EC of the European Parliament and of the Council of 13 November 2007 on payment services in the internal market¹, Member States may prohibit or limit traders' right to request charges from consumers taking into account the need to encourage competition and promote the use of efficient payment instruments.

3. Member States shall prohibit traders from charging consumers, in respect of the use of a given means of payment, fees

that exceed the cost borne by the trader for the use of such means.

¹ OJ L 319, 5.12.2007, p. 1.

Amendment 143

Proposal for a directive Article 23 – paragraph 1

Text proposed by the Commission

1. The risk of loss of or damage to the goods shall pass to the consumer when he or a third party, other than the carrier **and indicated by the consumer** has acquired the material possession of the goods.

Amendment

1. The risk of loss of or damage to the goods shall pass to the consumer when he or a third party, **indicated by the consumer and** other than the carrier, has acquired the material possession of the goods. **The risk shall pass to the consumer upon delivery to the carrier, if the carrier was commissioned to carry the goods by the consumer and that choice was not offered by the trader, without prejudice to the rights of the consumer against the carrier.**

Amendment 144

Proposal for a directive Article 23 – paragraph 2

Text proposed by the Commission

2. The risk referred to in paragraph 1 shall pass to the consumer at the time of delivery as agreed by the parties, if the consumer or a third party, other than the carrier and indicated by the consumer has failed to take reasonable steps to acquire the material possession of the goods.

Amendment

2. The risk referred to in paragraph 1 shall pass to the consumer at the time of delivery as agreed by the parties, if the consumer or a third party, other than the carrier and indicated by the consumer has **manifestly** failed to take reasonable steps to acquire the material possession of the goods.

Amendment 145

Proposal for a directive Article 23 a (new)

Text proposed by the Commission

Amendment

Article 23a **Duration of contracts**

1. Without prejudice of the provisions of this Directive on unfair contract terms, contracts concluded between consumers

and traders shall not stipulate an initial commitment period of more than 12 months.

2. At the end of the initial 12-month commitment period, consumers shall be entitled to terminate the contract at any time. Termination of the contract shall be subject to a period of prior notice, which shall not exceed two months. Consumers shall be entitled to give such prior notice before the end of the initial 12-month commitment period in order to terminate the contract with effect from the end of that period.

Amendment 146

Proposal for a directive Article 24 – paragraph 1

Text proposed by the Commission

1. The trader shall deliver the goods in conformity with the *sales* contract.

Amendment

1. The trader shall deliver the goods in conformity with the contract, *in particular as regards quality and quantity, that were jointly agreed upon by the parties.*

Amendment 147

Proposal for a directive Article 24 – paragraph 2 – point a

Text proposed by the Commission

(a) they comply with the description given by the trader and possess the qualities of the goods which the trader has presented to the consumer as a sample or model;

Amendment

(a) they comply with the description given by the trader and possess the qualities of the goods which the trader has presented to the consumer as a sample or model, *and*

Amendment 148

Proposal for a directive Article 24 – paragraph 2 – point b

Text proposed by the Commission

(b) they are fit for *any particular* purpose for which *the consumer requires* them *and which he made known to the trader* at the time of the conclusion of the contract *and*

Amendment

(b) they are fit, *in the absence of an agreement on their characteristics*, for the purpose for which *the parties to the contract intended* them at the time of the

which the trader has accepted;

conclusion of the contract, *and*

Amendment 149

Proposal for a directive

Article 24 – paragraph 2 – points c and d

Text proposed by the Commission

(c) they are fit for the purposes for which goods of the same type *are* normally used
or

(d) they show the quality and performance which are normal in goods of the same type and which the consumer can reasonably expect, given the nature of the goods and taking into account any public statements on the specific characteristics of the goods made about them by the trader, the producer or his representative, particularly in advertising or on labelling.

Amendment

(c) they are fit for the purposes for which goods of the same type *would* normally be used *and they show the quality and performance which are normal in goods of the same type, taking into account inter alia the purpose, the appearance, the durability and the finish, and which the consumer can reasonably expect, given the nature of the goods and taking into account any public statements on the specific characteristics of the goods made about them by the trader, the producer or his representative, particularly in advertising or on labelling.*

Amendment 151

Proposal for a directive

Article 24 – paragraph 4 – point b

Text proposed by the Commission

(b) by the time of conclusion of the contract the statement had been corrected;

Amendment

(b) by the time of conclusion of the contract the statement had been corrected *in due time and in a manner equivalent to that in which it was made or at least prominently in the contract document;*

Amendment 152

Proposal for a directive Article 24 – paragraph 5

Text proposed by the Commission

5. Any lack of conformity resulting from the incorrect installation **of the goods shall be considered as a lack of conformity of the goods** where the installation forms part of the sales contract and the goods were installed by the trader or under his responsibility. The same shall apply equally if the goods, intended to be installed by the consumer, are installed by the consumer and the incorrect installation is due to a shortcoming in the installation instructions.

Amendment

5. **The trader shall be liable for** any lack of conformity **arising as a result of the packaging or** resulting from the incorrect installation where the installation forms part of the sales contract and the goods were installed by the trader or under his responsibility. The same shall apply equally if the goods, intended to be installed by the consumer, are installed by the consumer and the incorrect installation is due to a shortcoming in the installation instructions.

Amendment 153

Proposal for a directive Article 26 – paragraph 1

Text proposed by the Commission

1. **As provided for in paragraphs 2 to 5,** where the goods do not conform to the contract, the consumer is entitled to:

(a) have the lack of conformity remedied by repair or replacement,

(b) **have the price reduced,**

(c) **have the contract rescinded.**

Amendment

1. Where the goods do not conform to the contract, the consumer is entitled **either** to:

(a) have the lack of conformity remedied by repair or replacement **in accordance with paragraphs 2, 3 and 5, or**

(b) **a reasonable reduction in price or rescission of the contract in accordance with paragraphs 4, 5 and 5a.**

Amendment 154

Proposal for a directive Article 26 – paragraph 2

Text proposed by the Commission

2. The trader **shall remedy the lack of conformity by either repair or replacement according to his choice.**

Amendment

2. The **consumer may first require the trader to repair the goods or to replace them if such a remedy is not impossible or disproportionate.**

Amendment 155

Proposal for a directive Article 26 – paragraph 3

Text proposed by the Commission

3. *Where the trader has proved that remedying the lack of conformity by repair or replacement is unlawful, impossible or would cause the trader a disproportionate effort, the consumer may choose to have the price reduced or the contract rescinded. A trader's effort is disproportionate if it imposes costs on him which, in comparison with the price reduction or the rescission of the contract, are excessive, taking into account the value of the goods if there was no lack of conformity and the significance of the lack of conformity.*

The consumer may only rescind the contract if the lack of conformity is not minor.

Amendment

3. *Either of the remedies provided for in paragraph 2 shall be deemed disproportionate if it would impose costs on the trader, which would be unreasonable by comparison with the alternative remedy (repair or replacement):*

(a) in the light of what would be the value of the goods if there were no lack of conformity,

(b) taking into account the significance of the lack of conformity,

(c) upon consideration of the question as to whether use could be made of other remedies (repair or replacement) without significant inconvenience for the consumer.

Repair or replacement shall take place within a reasonable time and without significant inconvenience for the consumer.

Amendment 156

Proposal for a directive Article 26 – paragraph 4

Text proposed by the Commission

4. The consumer may *resort to any remedy available under paragraph 1*, where one of the following situations exists:

(a) the trader has implicitly or

Amendment

4. *Without prejudice to paragraph 5b*, the consumer may *insist on a reasonable reduction in price or rescission of the contract*, where one of the following situations exists:

(a) the consumer is entitled neither to

explicitly refused to remedy the lack of conformity;

(b) the trader has failed to remedy the lack of conformity within a reasonable time;

(c) the trader has ***tried to remedy*** the lack of conformity, causing significant inconvenience to the consumer;

(d) the same defect has reappeared more than once within a short period of time.

repair nor replacement;

(aa) the trader has refused explicitly or by his conduct to remedy the lack of conformity;

(b) the trader has failed to remedy the lack of conformity within a reasonable time;

(c) the trader has ***remedied*** the lack of conformity, causing significant inconvenience to the consumer.

Amendment 158

Proposal for a directive Article 26 – paragraph 5 a (new)

Text proposed by the Commission

Amendment

5a. The consumer shall not be entitled to have the contract rescinded if the lack of conformity is minor.

Amendment 159

Proposal for a directive Article 26 – paragraph 5 b (new)

Text proposed by the Commission

Amendment

5b. Member States may adopt or maintain provisions of national law giving consumers, in the event of lack of conformity, the right for a short period to terminate the contract and receive a full reimbursement or a free choice from among the remedies referred to in paragraph 1, in order to ensure a higher level of consumer protection.

Amendment 160

Proposal for a directive Article 27 – paragraph 2

Text proposed by the Commission

Amendment

2. Without prejudice to the provisions of this Chapter, the consumer may claim

2. In accordance with the provisions of applicable national law, and without

damages for any loss not remedied in accordance with Article 26.

prejudice to the provisions of this Chapter, the consumer may claim damages for any loss not remedied in accordance with Article 26.

Amendment 161

Proposal for a directive Article 27 a (new)

Text proposed by the Commission

Amendment

Article 27a Right of recourse

Where the trader, as final seller, is liable to the consumer because of a lack of conformity resulting from an act or omission by the producer, a previous seller in the same chain of contracts or any other intermediary, the trader, as final seller, may pursue remedies against the person or persons liable in the contractual chain. The person or persons liable against whom the trader, as final seller, may pursue remedies, together with the relevant actions and procedure, shall be determined by national law, in such a way as to ensure the effectiveness of that right.

A person established as being liable within the meaning of the first paragraph shall have the burden of proving an absence of responsibility for the lack of conformity, or that the remedy made by the final seller for the consumer was not in fact required.

Amendment 162

Proposal for a directive Article 28 – paragraph 2

Text proposed by the Commission

Amendment

2. When the trader has remedied the lack of conformity by replacement, he shall be held liable under Article 25 where the lack of conformity becomes apparent within two years as from the time the consumer or a third party indicated by the

deleted

consumer has acquired the material possession of the replaced goods.

Amendment 163

Proposal for a directive Article 28 – paragraph 4

Text proposed by the Commission

4. In order to benefit from his rights under Article 25, the consumer shall inform the trader of the lack of conformity within two months from the date on which he detected the lack of conformity.

Amendment

deleted

Amendment 164

Proposal for a directive Article 28 – paragraph 5 a (new)

Text proposed by the Commission

Amendment

5a. Member States may adopt or maintain provisions of national law providing for a longer liability period, a longer period for reversal of the burden of proof in the consumer's favour or specific rules on significant lack of conformity which becomes apparent after the liability period, in order to ensure a higher level of consumer protection.

Amendment 165

Proposal for a directive Article 28 a (new)

Text proposed by the Commission

Amendment

Article 28 a Communication and contactability

The trader shall ensure that throughout the duration of a service contract, or, following the conclusion of a sales contract, until the time limit referred to in Article 28(1) for formal offers, notifications and questions by the consumer relating to rights and

obligations under the service contract or sales contract has expired, he can be contacted under reasonable conditions. In particular, he shall ensure that formal offers by the consumer in respect of the contract reach him without delay and that the consumer is notified of their receipt immediately. The cost of receiving and dealing with formal offers, notifications and questions concerning the service contract or the sales contract by telephone may not be charged to the consumer; the right of the telecommunications service provider to charge for such calls shall not be affected.

Amendment 166

Proposal for a directive

Article 29 – paragraph 2 – introductory part

Text proposed by the Commission

2. The guarantee statement shall be drafted in plain intelligible language **and** be legible. It shall include the following:

Amendment

2. The guarantee statement shall be drafted in plain intelligible language, be legible **and in the same font size**. It shall **be written in the same language as the contract**. **The guarantee statement shall** include the following:

Amendment 167

Proposal for a directive

Article 29 – paragraph 2 – points a, b and c

Text proposed by the Commission

(a) legal rights of the consumer, **as provided for in Article 26** and a clear statement that those rights are not affected by the commercial guarantee,

(b) set the contents of the commercial guarantee and the conditions for making claims, notably the duration, territorial scope and the name and address of the guarantor,

(c) **without prejudice to Articles 32 and 35 and Annex III(1)(j), set out, where applicable**, that the commercial guarantee

Amendment

(a) legal rights of the consumer **under Articles 26 and 28, and the provisions of applicable national law, as well as** a clear statement that those rights are not affected by the commercial guarantee,

(b) set the contents of the commercial guarantee and the conditions for making claims, notably the duration, territorial scope and the name and address of the guarantor,

(c) **the information** that the commercial guarantee **can** be transferred to a

cannot be transferred to a subsequent buyer.

subsequent buyer.

Amendment 168

Proposal for a directive Article 29 – paragraph 3

Text proposed by the Commission

3. ***If the consumer so requests***, the trader shall make the guarantee statement available in a durable medium.

Amendment

3. The trader shall make the guarantee statement available in a durable medium ***and, if so requested by the consumer, also on paper.***

Amendment 169

Proposal for a directive Article 30 – paragraph 1

Text proposed by the Commission

1. This Chapter shall apply to contract terms drafted in advance by the trader or a third party, which the consumer ***agreed to without having the possibility of influencing their content***, in particular where such contract ***terms are*** part of a pre-formulated standard contract.

Amendment

1. This Chapter shall apply to contract terms drafted in advance by the trader or a third party, which ***have not been individually negotiated. A contract term shall always be regarded as not individually negotiated where it has been drafted in advance and the consumer has therefore not been able to influence the substance of the contract term***, in particular where such contract ***term is*** part of a pre-formulated standard contract.

Amendment 170

Proposal for a directive Article 30 – paragraph 2

Text proposed by the Commission

2. The fact that ***the consumer had the possibility of influencing*** the content of certain aspects of a contract term or one specific term, shall not exclude the application of this Chapter to other contract terms which form part of the contract.

Amendment

2. The fact that the content of certain aspects of a contract term or one specific term ***have been individually negotiated***, shall not exclude the application of this Chapter to other contract terms which form part of the contract.

Amendment 171

Proposal for a directive Article 30 – paragraph 3

Text proposed by the Commission

3. This Chapter shall not apply to contract terms reflecting **mandatory** statutory or **regulatory** provisions, which comply with **Community** law and the provisions or principles of international conventions to which the **Community** or the Member States are party.

Amendment

3. This Chapter shall not apply to contract terms reflecting statutory, **regulatory** or **public policy** provisions, which comply with **Union** law and the provisions or principles of international conventions to which the **Union** or the Member States are party.

Amendment 172

Proposal for a directive Article 30 a (new)

Text proposed by the Commission

Amendment

Article 30a **Degree of harmonisation**

Unless otherwise provided, Member States shall not maintain or introduce, in their national law, provisions diverging from those laid down in this Chapter, including more or less stringent provisions to ensure a different level of consumer protection.

Amendment 173

Proposal for a directive Article 31 – paragraph 1

Text proposed by the Commission

1. Contract terms shall be expressed in plain, intelligible language and be legible.

Amendment

1. ***All*** contract terms shall be expressed ***in a clear and comprehensible manner. If a contract term is in writing, it shall always be drafted*** in plain, intelligible language and be legible.

Amendment 174

Proposal for a directive Article 31 – paragraph 4

Text proposed by the Commission

4. Member States shall refrain from imposing any **presentational** requirements **as to the way** the contract terms **are expressed or made available to the consumer**.

Amendment

4. Member States shall refrain from imposing any requirements **on the presentation of** contract terms, **except for presentational requirements in relation to persons with disabilities, or where the goods or services may present a particular risk to the health and safety of the consumer or a third person, or in respect of specific goods or services where there is evidence that demonstrates consumer detriment**.

Amendment 175

Proposal for a directive Article 32 – paragraph 2

Text proposed by the Commission

2. Without prejudice to Articles 34 and 38, the unfairness of a contract term shall be assessed, taking into account the nature of the products for which the contract was concluded and by referring, at the time of the conclusion of the contract, to all the circumstances attending the conclusion and to all the other terms of the contract or of another contract on which the former is dependent. **When assessing the fairness of a contract term, the competent national authority shall also take into account the manner in which the contract was drafted and communicated to the consumer by the trader in accordance with Article 31.**

Amendment

2. Without prejudice to Articles 34 and 38, the unfairness of a contract term shall be assessed, taking into account the nature of the products for which the contract was concluded and by referring, at the time of the conclusion of the contract, to all the circumstances attending the conclusion and to all the other terms of the contract or of another contract on which the former is dependent.

Amendment 176

Proposal for a directive Article 32 – paragraph 2 a (new)

2a. When assessing the fairness of a contract term, the competent national authority shall also take into account the manner in which the contract was drafted and communicated to the consumer by the trader in accordance with Article 31(1) and (2). A term which has been supplied by the trader in breach of the duty of transparency imposed by Article 31(1) and (2) may on that ground alone be considered unfair.

Amendment 177

Proposal for a directive Article 32 – paragraph 3

Text proposed by the Commission

Amendment

3. Paragraphs **1 and 2** shall not apply to the assessment of the main subject matter of the contract or to the adequacy of the remuneration foreseen for the trader's main contractual obligation, provided that the trader fully complies with Article **31**.

3. Paragraphs **1, 2, and 2a of this Article** shall not apply to the assessment of the main subject matter of the contract or to the adequacy of the remuneration foreseen for the trader's main contractual obligation, provided that the trader fully complies with Article **31(1), (2) and (3)**.

Amendment 178

Proposal for a directive Article 33

Text proposed by the Commission

Amendment

Where the trader claims that a contract term has been individually negotiated, the burden of proof shall be incumbent on him.

Where the trader claims that a contract term has been individually negotiated, **or that a contract term is compliant with the transparency requirements laid down in Article 31(1) and 31(2)**, the burden of proof shall be incumbent on him.

Amendment 179

Proposal for a directive Article 34

Text proposed by the Commission

Member States shall ensure that contract terms, as set out in the list in Annex II, are considered unfair in all circumstances.

That list of contract terms shall apply in all Member States and may only be amended in accordance with Articles 39(2) and 40.

Amendment

1. Member States shall ensure that contract terms, as set out in the list in Annex II, are considered unfair in all circumstances.

2. Member States may provide in their national legislation for additional contract terms considered unfair in all circumstances. Member States shall notify to the Commission the contract terms referred to in paragraph 1. The Commission shall make that information public in an easily accessible way.

Amendment 180

Proposal for a directive Article 35

Text proposed by the Commission

Member States shall ensure that contract terms, as set out in the list in point 1 of Annex III, are considered unfair, unless the trader has proved that such contract terms are fair in accordance with Article 32. ***That list of contract terms shall apply in all Member States and may only be amended in accordance with Articles 39(2) and 40.***

Amendment

1. Member States shall ensure that contract terms, as set out in the list point 1 of Annex III, are considered unfair, unless the trader has proved that such contract terms are fair in accordance with Article 32.

2. Member States may provide in their national legislation for additional contract terms presumed to be unfair. Member States shall notify to the Commission the contract terms referred to in paragraph 1. The Commission shall make that information public in an easily accessible way.

Amendment 181

Proposal for a directive Article 37

Text proposed by the Commission

Contract terms which are unfair shall not be binding on the consumer. The contract shall continue to bind the parties if it can remain in force without the unfair terms.

Amendment

Contract terms which are unfair ***under this Directive*** shall not be binding on the consumer ***in accordance with national law***. The contract shall continue to bind the parties if it can remain in force without the unfair terms.

Amendment 182

Proposal for a directive Article 38 – paragraph 1

Text proposed by the Commission

1. Member States shall ensure that, in the interests of consumers and competitors, adequate and effective means exist to prevent the ***continued*** use of unfair terms in contracts concluded with consumers by traders.

Amendment

1. Member States shall ensure that, in the interests of consumers and competitors, adequate and effective means exist to prevent the use of unfair terms in contracts concluded with consumers by traders.

Amendment 184

Proposal for a directive Article 39

Text proposed by the Commission

Article 39

Review of the terms in Annexes 2 and 3

1. Member States shall notify to the Commission the terms which have been found unfair by the competent national authorities and which they deem to be relevant for the purpose of amending this Directive as provided for by paragraph 2.

2. In the light of the notifications received under paragraph 1, the Commission shall amend Annex II and III. Those measures designed to amend non essential elements of this Directive shall be adopted in accordance with the regulatory procedure with scrutiny referred to in Article 40(2).

Amendment

deleted

Amendment 185

Proposal for a directive Article 40

Text proposed by the Commission

Amendment

Article 40 The Committee

deleted

1. The Commission shall be assisted by the Committee on unfair terms in consumer contracts (hereinafter referred to as "the Committee").

2. Where reference is made to this paragraph, Article 5a(1) to (4), and Article 7 of Decision 1999/468/EC¹ shall apply, having regard to the provisions of Article 8 thereof.

Amendment 186

Proposal for a directive Article 41 – paragraph 1

Text proposed by the Commission

Amendment

1. Member States shall ensure that adequate and effective means exist to ensure compliance with this Directive.

1. Member States **and the Commission** shall ensure that adequate and effective means exist to ensure compliance with **consumer rights as provided for in** this Directive.

Amendment 187

Proposal for a directive Article 44

Text proposed by the Commission

Amendment

Member States shall take appropriate measures to inform consumers of the national provisions transposing this Directive and shall, where appropriate, encourage traders and code owners to inform consumers of their codes of conduct.

Member States **and the Commission** shall take appropriate measures to inform consumers **and traders, especially via information and communication technology tools and public media**, of the national provisions transposing this Directive and shall, where appropriate, encourage traders and code owners to inform consumers of their codes of

conduct.

Amendment 188

Proposal for a directive Article 45

Text proposed by the Commission

The consumer shall be exempted from the provision of any consideration in cases of unsolicited supply of **a product as prohibited by Article 5(5) and point 29 of Annex I of Directive 2005/29/EC**. The absence of a response from the consumer following such an unsolicited supply shall not constitute consent.

Amendment

The consumer shall be exempted from the provision of any consideration in cases of unsolicited supply of **goods or provision of a service prohibited pursuant to Article 5(5) and point 29 of Annex I of Directive 2005/29/EC**. **In such cases**, the absence of a response from the consumer following such an unsolicited supply shall not constitute consent.

Amendment 189

Proposal for a directive Article 46 – paragraph 2

Text proposed by the Commission

2. Member States shall communicate to the Commission the text of the main provisions of national law which they adopt in the field covered by this Directive.

Amendment

deleted

Amendment 190

Proposal for a directive Article 46 a (new)

Text proposed by the Commission

Amendment

Article 46a

Reporting and mutual evaluation by Member States

1. By [the end of the transposition period], and every three years thereafter, Member States shall draw up a report containing the following information:

(a) the text of any additional pre-contractual information requirements which Member States adopt or maintain

pursuant to Article 9(5) and (6);

(b) the text of any diverging provisions of national law which Member States adopt or maintain pursuant to Article 12(4) and Article 13(2);

(c) the text of any diverging provisions of national law which Member States adopt or maintain pursuant to Article 22(2a);

(d) the text of any diverging provisions of national law which Member States adopt or maintain pursuant to Article 26(5b) and Article 28(5a);

(e) the text of any additional contract terms designated by Member States, pursuant to Article 34(1a), as unfair in all circumstances;

(f) the text of any additional contract terms designated by Member States, pursuant to Article 35(1a), as terms presumed to be unfair;

(g) the text of any decisions of fundamental importance – together with the grounds for them – taken by Member States' courts, arbitration bodies or competent administrative authorities in the field covered by this Directive.

2. The report referred to in paragraph 1 shall be submitted to the Commission. With regard to the information referred to in points (a) to (e) of paragraph 1, Member States shall explain why diverging provisions of national law are appropriate and proportionate with a view to attaining the purpose of the Directive.

3. The Commission shall ensure that the information referred to in points (d) and (e) of paragraph 1 is easily accessible to consumers and traders, inter alia on a dedicated website set up and maintained by the Commission.

4. The Commission shall forward the reports provided for in paragraph 1 to the other Member States and the European Parliament, which shall submit their observations on each of the reports within six months of receipt. Within the same period, the Commission shall consult

stakeholders on those reports.

Amendment 191

Proposal for a directive Article 46 b (new)

Text proposed by the Commission

Amendment

Article 46b

Reporting by consumer protection agents

Persons or organisations having a legitimate interest under national law in protecting consumers, within the meaning of Article 38(2), shall notify the Commission of the conclusions they have reached from the assessment of the application and impact of this Directive on consumer rights and the functioning of the internal market.

Amendment 192

Proposal for a directive Article 46 c (new)

Text proposed by the Commission

Amendment

Article 46c

Reporting by the Commission and review

By [one year after transposition period], and every three years thereafter, the Commission shall submit a report on the application of this Directive to the European Parliament and the Council, taking account of the information gathered pursuant to Article 46a(4) and Article 46b. The report shall be accompanied, where necessary, by legislative proposals to adapt this Directive to developments in the field of consumer rights.

Amendment 193

Proposal for a directive
Article -47 (new)
Directive 2002/65/EC

Text proposed by the Commission

Amendment

*Article -47
Amendment of Directive 2002/65/EC*

*Point (a) of Article 2 of Directive
2002/65/EC shall be replaced by the
following:*

“(a) 'distance contract' means any contract for the *supply* of a good or *the provision of a service* concluded between a trader and a consumer under an organised distance sales or service-provision scheme where the trader and the consumer are not simultaneously physically present *for the conclusion of the contract*, but, rather, make exclusive use of one or more means of distance communication;.”

Amendment 194

Proposal for a directive
Article 47 – paragraph 1

Text proposed by the Commission

Amendment

Directives 85/577/EEC 93/13/EEC and 97/7/EC and Directive 1999/44/EC, as amended by the Directives listed in Annex IV, are repealed.

Directives 85/577/EEC 93/13/EEC and 97/7/EC and Directive 1999/44/EC, as amended by the Directives listed in Annex IV, are repealed ***as of [date of transposition]***.

Amendment 195

Proposal for a directive Article 48

Text proposed by the Commission

Amendment

Article 48 **Review**

deleted

The Commission shall review this Directive and report to the European Parliament and the Council no later than [insert same date as in the second subparagraph of Article 46(1) +five years].

If necessary, it shall make proposals to adapt it to developments in the area. The Commission may request information from the Member States.

Amendment 196

Proposal for a directive Article 48 a (new)

Text proposed by the Commission

Amendment

Article 48a

The Commission shall consider adopting a proposal for a regulation on distance and off-premises contracts, from which transport and health services will be exempted.

Amendment 197

Proposal for a directive Annex I – part A

Text proposed by the Commission

Amendment

A. Information to be provided with the withdrawal form

A. Model instructions on withdrawal

1. The name, geographical address and the email address of the trader to whom the withdrawal form must be sent.

Right of withdrawal

2. A statement that the consumer has a right to withdraw from the contract and

You may withdraw on a durable medium from this contract within a period of

that this right can be exercised by sending the withdrawal form below on a durable medium to the trader referred to in paragraph 1:

(a) for off-premises contracts, within a period of fourteen days following his signature of the order form;

(b) for distance sales contracts, within a period of fourteen days following the material possession of the goods by the consumer or a third party, other than the carrier and indicated by the consumer;

(c) for distance service contracts:

– within a period of fourteen days following the conclusion of the contract, where the consumer has not given his prior express consent for the performance of the contract to begin before the end of this fourteen day period;

– within a period ending when the performance of the contract begins, where the consumer has given his prior express consent for the performance of the contract to begin before the end of the

14 days without giving any reason [or – if the goods are delivered to you before the expiry of this period – by returning the goods].

The period for withdrawal shall begin [on receipt of the goods ordered] (1). The day [on which the goods are received] (2) shall not be counted as part of the period for withdrawal. If the last day of the period for withdrawal falls on a public holiday, a Saturday or a Sunday, the period shall end on the first working day thereafter.

The period for withdrawal shall be deemed to have been observed if your notice of withdrawal is sent, or the goods are sent, before its expiry. The sending of either the notice of withdrawal or the goods before the expiry of the withdrawal period must be provable (for example in the form of a postal receipt).

Notice of withdrawal should be sent on a durable medium (for example in the form of a posted letter) (3) to: (4). The consumer may use the form below, but it is not obligatory.

Effects of withdrawal

For withdrawal to be valid you must send the goods back, at [our expense](5), within a period of 14 days of sending your notice of withdrawal. The period for reimbursement shall begin when we receive your notice of withdrawal or the goods. The day on which we receive the notice of withdrawal shall not be counted as part of the period for reimbursement. If the last day of this period falls on a public holiday, a Saturday or a Sunday, the period shall end on the first working day thereafter.

If you are unable to return the goods in their original condition, you shall be liable for any diminished value of the goods. This provision shall apply only if the deterioration in value is attributable to the goods having been handled in a

fourteen day period.

3. For all sales contracts, a statement informing the consumer about the time-limits and modalities to send back the goods to the trader and the conditions for the reimbursement in accordance with Articles 16 and 17(2).

4. For distance contracts concluded on the Internet, a statement that the consumer can electronically fill in and submit the standard withdrawal form on the trader's website and that he will receive an acknowledgement of receipt of such a withdrawal from the trader by email without delay.

5. A statement that the consumer can use the withdrawal form set out in Part B.

manner other than that necessary for ascertaining their nature and how they function. You can prevent deterioration by refraining from using the goods as you would your own property and by avoiding any form of handling liable to reduce their value.

In the case of valid withdrawal, we must reimburse within a period of 14 days any payment you have made to us. The period for reimbursement shall begin when we receive your notice of withdrawal. The day on which we receive the notice of withdrawal shall not be counted as part of the period for reimbursement. If the last day of this period falls on a public holiday, a Saturday or a Sunday, the period shall end on the first working day thereafter.

We may make reimbursement subject to the condition that we have received the returned goods.

Advice on alternative wording:

(1) In the following specific cases, the text in parentheses should read as indicated:

in the case of distance or off-premises contracts for the supply of services: 'from the day of the conclusion of the contract or on the day on which you received a copy of the signed contract on a durable medium if this is not the day of conclusion of the contract'.

(2) In the following specific cases, the text in parentheses should read as indicated:

in the case of distance or off-premises contracts for the supply of services: 'the conclusion of the contract or on the day on which you received a copy of the signed contract on a durable medium, if this is not the day of conclusion of the

contract'.

(3) In the case of distance contracts, additional text should be inserted as follows:

(a) if the trader allows the consumer to withdraw from the contract by e-mail: 'or by e-mail';

(b) if the trader allows the consumer to fill in a model form electronically on a website: 'or via our website'.

(4) To be inserted: the trader's name and business address. In the case of distance contracts, the following must also be indicated: the e-mail and/or web address of the trader which the consumer can use to withdraw from the contract.

(5) If the price of the goods to be returned is not more than EUR 40, the text in parentheses should read as follows: 'at your own expense'.

Amendment 198

Proposal for a directive Annex I – part B

Text proposed by the Commission

Amendment

(complete and return this form only if you wish to withdraw from the contract)

To:

I/We* hereby give notice that I/We* withdraw from my/our* contract of sale of the following goods*/provision of the following service*

Ordered on*/*received on**

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if ***this form is notified in writing***)

Date

To: ***(trader's name, business address and, where appropriate, e-mail address)(*)***

I/We** hereby give notice that I/We** withdraw from my/our** contract of sale of the following goods**/provision of the following service**

Ordered on (***):

Name(s) of consumer(s) (***):

Address(es) of consumer(s) (***):

Consumer(s)' signature(s) (required only if ***the form is sent on paper***) (***):

Date (***):

** Delete as appropriate.*

(To be filled in by the trader before providing the form to the consumer*

*(**) Delete where non-applicable.*

*(***) To be filled in by the consumer(s).*

Amendment 199

Proposal for a directive

Annex II – paragraph 1 – point a a (new)

Text proposed by the Commission

Amendment

(aa) excluding or limiting the liability of the trader for damage on the property of the consumer caused deliberately or as a result of gross negligence through an act or omission by the trader;

Amendment 201

Proposal for a directive

Annex II – paragraph 1 – point c a (new)

Text proposed by the Commission

Amendment

(ca) conferring exclusive jurisdiction for all disputes arising under the contract to the place where the trader is domiciled unless the chosen court is also the court for the place where the consumer is domiciled;

Amendment 202

Proposal for a directive

Annex III – paragraph 1 – point a a (new)

Text proposed by the Commission

Amendment

(aa) makes binding on the consumer an obligation which is subject to a condition the fulfilment of which depends solely on the intention of the trader;

Amendment 203

Proposal for a directive

Annex III – paragraph 1 – point c a (new)

Text proposed by the Commission

Amendment

(ca) requiring a consumer to purchase ancillary goods or services not advertised in the price of the main contract;

Amendment 204

**Proposal for a directive
Annex III – paragraph 1 – point c b (new)**

Text proposed by the Commission

Amendment

(cb) applying contingent charges, such as penalties for breaching the contract terms, that are clearly disproportionate to the costs incurred by the trader due to the breach of terms;

Amendment 205

**Proposal for a directive
Annex III – paragraph 1 – point d a (new)**

Text proposed by the Commission

Amendment

(da) excluding or hindering the consumer's right to instruct and authorise a third party to conclude a contract between the consumer and the trader and/or to take steps which are meant to lead to, or facilitate, the conclusion of a contract between the consumer and the trader.

Amendment 206

**Proposal for a directive
Annex III – paragraph 1 – point e**

Text proposed by the Commission

Amendment

(e) enabling the trader to terminate an open-ended contract without reasonable notice except where the consumer has committed a serious breach of contract;

(e) enabling the trader to terminate a contract of indeterminate duration without reasonable notice, except where there are serious grounds for doing so; this does not affect terms in financial services contracts where there is a valid reason, provided the supplier is required to inform the other contracting party

thereof immediately;

Amendment 207

Proposal for a directive Annex III – paragraph 1 – point g

Text proposed by the Commission

(g) allowing the trader to increase the price agreed with the consumer when the contract was concluded without giving the consumer the right to terminate the contract;

Amendment

(g) providing that the price of goods or other assets is to be determined at the time of delivery or supply or allowing the trader to increase the price agreed with the consumer when the contract was concluded without giving the consumer the right to terminate the contract if the increased price is too high in relation to the price agreed at the conclusion of the contract; this does not affect price-indexation clauses, where lawful, provided that the method by which prices vary is explicitly described;

Amendment 208

Proposal for a directive Annex III – paragraph 1 – point k

Text proposed by the Commission

(k) enabling the trader to unilaterally alter the terms of the contract including the characteristics of the product or service;

Amendment

(k) enabling the trader to unilaterally alter the terms of the contract including the characteristics of the product or service without a valid reason which is specified in the contract; this does not affect terms under which a supplier of financial services reserves the right to change the rate of interest to be paid by, or to, the consumer, or the amount of other charges for financial services without notice where there is a valid reason, provided that the supplier is required to inform the consumer at the earliest opportunity and that the consumer is free to terminate the contractual relationship with immediate effect; neither does it affect terms under which a trader reserves the right to alter unilaterally the conditions of a contract of indeterminate duration, provided that the trader is required to inform the consumer with reasonable notice, and that the

consumer is free to terminate the contractual relationship;

Amendment 209

Proposal for a directive
Annex III – paragraph 1 – point l a (new)

Text proposed by the Commission

Amendment

(la) allowing a trader, where what has been ordered is unavailable, to supply an equivalent without having expressly informed the consumer of this possibility and of the fact that the trader must bear the cost of returning what the consumer has received under the contract if the consumer exercises a right to withdraw.

Amendment 210

Proposal for a directive
Annex III – paragraph 2

Text proposed by the Commission

Amendment

2. Point 1(e) shall not apply to terms by which a supplier of financial service reserves the right to terminate unilaterally an open-ended contract without notice, provided that the supplier is required to inform the other contracting party or parties thereof immediately.

deleted

Amendment 211

Proposal for a directive
Annex III – paragraph 3 – point c a (new)

Text proposed by the Commission

Amendment

(ca) package travel contracts regulated by Directive 90/314/EEC.

Amendment 212

Proposal for a directive
Annex III – paragraph 4 – introductory part

Text proposed by the Commission

Amendment

4. Point 1(k) shall not apply to

4. Point 1(**e**), (**g**) **and** (k) shall not apply to

Amendment 213

Proposal for a directive Annex III – paragraph 4 – point a

Text proposed by the Commission

Amendment

(a) terms under which a supplier of financial services reserves the right to alter the rate of interest payable by the consumer or due to the latter, or the amount of other charges for financial services without notice where there is a valid reason, provided that the supplier is required to inform the other contracting party or parties thereof at the earliest opportunity and that the latter are free to dissolve the contract immediately;

deleted

Amendment 214

Proposal for a directive Annex III – paragraph 4 – point b

Text proposed by the Commission

Amendment

(b) transactions in transferable securities, financial instruments and other products or services where the price is linked to fluctuations in a stock exchange quotation or index or a financial market rate that the trader does not control;

deleted

Amendment 215

Proposal for a directive Annex III – paragraph 4 – point d

Text proposed by the Commission

Amendment

(d) terms under which the trader reserves the right to alter unilaterally the conditions of an open-ended contract, provided that he is required to inform the consumer with reasonable notice and that the consumer is free to terminate the

deleted

contract.