



HM GOVERNMENT OF GIBRALTAR
Ministry for Business, Employment and Skills
Suite 631, Europort
Gibraltar

PRESS RELEASE

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Consumer Affairs office launches rights awareness campaign ahead of Christmas

The Department of Consumer Affairs will be holding their annual consumer rights awareness campaign today Wednesday December 10th at the Piazza between 11:00hrs and 14:00hrs.

The Department hopes to raise awareness on consumer rights, advise the public on general tips to observe during the seasonal height of consumer spending, issue guidance on the use of the internet for purchases, as well as promote the use of the Consumer Department's services to both consumers and traders.

The Department of Consumer Affairs will also be using this opportunity to introduce a new booklet of information for both consumers and traders on new legislation – Consumer Rights on Contracts Regulations 2013. Some of the key rights afforded to consumers by means of this legislation are as follows:

- Clear information on the product or services being purchased.
- Clear compatibility and functionality information for purchases of digital content.
- Clear information on total price of goods or services and additional charges.
- Cancellation rights for online purchases have increased from 7 days to 14 days.
- Contracts concluded away from the business premises also carry a 14 day cancellation period in some circumstances.
- Your rights to a refund for cancelled purchases, also includes your right to receive reimbursement for the cost of standard delivery of the goods to the consumer.
- Cancelled goods must be refunded by the trader within 14 days of either, the date of delivery of returned goods, or evidence is supplied of the goods being returned.
- If traders want the consumer to pay for the delivery of goods back to them following a cancellation, they must inform the consumer expressly or otherwise absorb the cost of the return themselves.

Minister Costa welcomed the initiative and said it was a useful exercise at this time of the year, to ensure the public was properly informed of their statutory rights as consumers.

Mr Costa added: "The new booklet by the Department of Consumer Affairs will provide clear informative guidelines and advice that will benefit both consumers and traders to ensure that shopping over the Christmas period whether online or otherwise, is conducted in a smooth manner with everyone fully aware of their rights."

The Department of Consumer Affairs invites both consumers and traders, who may want to find out more about the new rules or other consumer legislation, to pay them a visit at their Piazza stand during the course of the day or otherwise contact them as usual by using their following contact details:

Department of Consumer Affairs
10 Governor's Lane
Gibraltar
Tel: 20050788
Fax: 20047995
e-mail: info@consumeraffairs.gov.gi

The new booklet on Consumer Rights on Contracts Regulations as well as information on other areas of consumer protection can also be accessed via the Gibraltar Government Website.