

Advice and information on consumer rights in EU!



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Obligatory Guarantees

Seller has to provide YOU with a **two year minimum guarantee** on products and services.

In case of problems, YOU are entitled to require the performance of one of the following actions:

- reduction of the price;
- rectification of the non-conformity of the goods;
- exchange;
- cancellation of the contract and repayment.

Voluntary Guarantees

The seller may also give YOU some **voluntary guarantees** which are *additional obligations* undertaken by the seller and *do not restrict* YOUR statutory rights.

If YOUR claim is under the voluntary guarantee, YOU have to check its *expiry date* and *territorial scope* as well as the *address of the repair service*.

It could happen that it would be impossible to claim YOUR rights under the guarantee in YOUR country.



Cancellation Rights and Guarantees in Latvia

A consumer has legal rights for exchange of his/her purchased goods if they are faulty.
Exchange of non-faulty goods is a voluntary action by the seller!

Distance contracts, cancellation rights and Cancellation Rights exceptions

A distance contract shall be performed not later than **within 30 days** from the day when the manufacturer, seller or service provider received the order from the consumer.

The current Law in Latvia gives you a **14 day cancellation period**.

The time period for exercising the rights of withdrawal shall be calculated from the day of receiving the goods or from the day of entering into contract if services are provided.

YOU may not exercise the rights of 14 day cancellation period if:

- goods are produced according to YOUR instructions;
- YOU have opened the packaging of audio or video recordings, or computer programs;
- newspapers, periodicals or magazines are delivered;
- the contract is related to the services of gambling or lottery;
- the contract has been entered into by utilising an automatic machine or automated points of sale;

- the contract has been entered into with a telecommunications operator by utilising public payphones;
- the contract has been entered into in an auction;
- foods, beverages or other immediate consumption products are delivered;
- YOU have concluded the contract for accommodation or transport services, catering or entertainment events undertakes to provide the service on a specific day or within a specific time period;
- ect.

If something goes wrong – ECC Latvia* is here to help you!

If you have problems:

- Buying goods and services in EU;
- Shopping on-line;
- Travelling by airplane (denied boarding, cancellation, delay, lost or damaged luggage, ect.)
- Buying cars in EU;
- Purchasing package holidays ect.

*Appeals to ECC Latvia –

- Latvian consumers who have purchased goods or services in other EU countries;
- Consumers from other EU countries who have purchased goods and services in Latvia

Always remember to retain the receipt because
YOU can enforce YOUR RIGHTS only if YOU present the ORIGINAL proof of purchase!

You are always welcomed to contact us!