

Retspraksis**Sagsoplysninger****Nationalt ID-nr.:** Case 15/12327**Medlemsstat:** Danmark**Almindeligt anvendt navn:** The Consumer Ombudsman's decision in case 15/12327**Afgørelsestype:** Administrativ afgørelse i første instans**Afgørelsesdato:** 14/04/2016**Retsinstans:** Forbrugerombudsmanden**Emne:****Sagsøger:** Unknown**Sagsøgt:** Unknown**Nøgleord:** consumer, information requirements, language, terms & conditions**Direktivets artikler**Consumer Rights Directive, [Chapter 3, Article 6, 1](#). Consumer Rights Directive, [Chapter 3, Article 6, 7](#).**Indledende note**

Companies that market their products in Danish must provide all information required by the law in Danish. However, if the products are marketed entirely in English, it is possible to fulfill the duty to inform by providing the required information in English.

Fakta

A company wanted to open a web shop in Denmark. Therefore, the company wanted to know whether companies were required to provide information required by the Danish Consumer Contracts Act Section 8(1) in Danish, including the terms and conditions, when all marketing material and the web shop itself were in English.

Juridisk spørgsmål

Does Section 8 of the Danish Consumer Contracts Act allow information to be provided in English?

Afgørelse

The Consumer Ombudsman stated that the consumer would expect the contract to be in Danish when the marketing material was in Danish. Nevertheless, if the homepage and all marketing material were in English, it would be in accordance with the Danish Consumer Contracts Act to provide the required information in English.

URL: <http://www.forbrugerombudsmanden.dk/Find-sager/Forbrugeraftaleloven/Ehandel/Virksomheder--som-markedsfoerer-sig-paa-dansk--skal-give-lovpligtige-oplysninger-paa-dansk>

Hele teksten: [Hele teksten](#)

Relaterede sager

Ingen resultater

Retslitteratur

Ingen resultater

Resultat

The Company could provide information in English.