

Oikeuskirjallisuus

Lisätietoja oikeuskirjallisuudesta

Jäsenvaltio: Suomi

Otsikko: Improving consumer and customer protection in personal services: report of the working group.

Alaotsikko:

Tyyppi: Publication of the F

URL: https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/162198/OM_2020_3_ML.pdf?sequence=1&isAllowed=y

Laatija: The Finnish Ministry of Justice

Viite: Kuluttajan- ja asiakkaansuojan parantaminen henkilöön kohdistuvissa palveluissa. Publication of the Finnish Ministry of Justice 2020:3.pp. 16-190.

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Avainsanat: consumer protection, national law

Direktiivin artiklat

Consumer Sales and Guarantees Directive, [link](#) Unfair Contract Terms Directive, [link](#) Consumer Rights Directive, [link](#) Unfair Commercial Practices Directive, [link](#)

Ylähuomautus

The Finnish Ministry of Justice's report proposes that a new Chapter 9a on certain personalised services be added to the Consumer Protection Act (38 /1978). Chapter 9a would provide provisions on traders' performance in relation to personalised services, sanctions in case a personalised service is delayed or defected, and consumer's obligations and consequences for breaching a service agreement. Furthermore, it is proposed that a completely new Act on Customer Protection in Certain Personalised Services Performed by Public Bodies or Other Service Providers than Traders. The new Act would regulate on matters such as customers' rights when a service, which is arranged by a public body or other service provider rather than a trader, is defected. The proposed provisions would eliminate unjustified differences in the position of the customer compared to the position of the consumer in respect of similar services, thus strengthening the position of customers.

Yleinen huomautus

Asiaan liittyvät tapaukset

Ei tuloksia saatavilla