

Inne materiały**Inne materiały**

Państwo członkowskie: Polska

Tytuł: Informacja Prezesa Urzędu Ochrony Konkurencji i Konsumentów na temat przestrzegania praw konsumenta w sprzedaży towarów i usług na odległość.

Pochodzące od: President of the Office of Competition and Consumer Protection (Prezes Urzędu Ochrony Konkurencji i Konsumentów)

URL: http://www.senat.gov.pl/gfx/senat/userfiles/_public/k8/komisje/2015/kgn/materialy/280_pos_puokk.pdf

Słowa kluczowe: administrative authority, consumer, consumer rights, distance contracting, national law

PDF:

Artykuły dyrektywy

Consumer Rights Directive, [link](#)

Uwaga główna

The information of the President of the Office of Competition and Consumer Protection (hereinafter "OCCP") concerns the most important aspects of exercising and observing consumer rights in Poland.

It includes a brief description of the essential changes in the law resulting from the Act on Consumer Rights of 30 May 2014 in the context of distance contracts.

The President of the OCCP describes new consumer rights resulting from the implementation of Directive 2011/83/EU (e.g. 14 days for withdrawal, scope of pre-contractual information, consent for additional charges). The information includes a description of the new legal instruments at the OCCP's disposal that are aimed at providing better protection of collective consumer interests, such as "mystery shopping".

The information describes educational actions taken by the President of the OCCP to improve consumers' knowledge about their rights with respect to distance contracts (e.g. campaign, conferences, dedicated website with useful information). Information is also provided about interventions and official activities related to the protection of consumer rights in this area.

Uwaga ogólna

The information of the President of the Office of Competition and Consumer Protection was submitted to the Senate Commission of the National Economy. It constitutes a brief summary of the most important aspects of exercising and observing consumer rights in Poland. It also indicates essential challenges related to the proper implementation of the EU consumer law into national legislation.

Pełny tekst

N/A