

Other material

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Member State: Ireland

Title: The European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013 Guidance Note

Emanating from: Department of Jobs, Enterprise and Innovation

URL: <https://www.djei.ie/en/Legislation/Legislation-Files/Guidance-Note-on-the-European-Union-Consumer-Information-Cancellation-and-Other-Rights-Regulations-2013.pdf>

Keywords: B2C, cancellation of contract, consumer, consumer goods, consumer rights, contract law, delivery charges, distance contracting, information obligation, information requirements, off-premises contract

PDF:

Directive Articles

Price Indication Directive, [link](#) , Doorstep Selling Directive, [link](#) , Consumer Rights Directive, [link](#)

Headnote

Guidance note from the DJEI providing information and clarification for traders and consumers on the main provisions of the 2013 Regulations. It outlines the scope of the regulations and information requirements for on-premises , distance and off-premises contracts. It also sets out relevant information in respect of fees, delivery and passing of risk, unsolicited goods and services and enforcement.

General Note

The Guidance note from the DJEI provides information and clarification for traders and consumers on the main provisions of the 2013 Regulations.

Subject to specified exclusions, the Regulations:

1. Set out the substance and form of the information that traders must provide to consumers before consumers are bound by on-premises, off-premises or distance contracts.
2. Give consumers the right to cancel off-premises and distance contracts within fourteen days of the delivery of the goods in the case of sales contracts and fourteen days of the conclusion of the contract in the case of service contracts.
3. Regulate the fees charged by traders in respect of the use of a given means of payment, the cost of calls by consumers to customer helplines, and payments by consumers additional to the remuneration agreed for the trader's main obligation under the contract.
4. Amend the provisions of the Sale of Goods Act 1893 on the passing of risk, and certain of the Act's rules on delivery, in contracts of sale where the buyer deals as consumer.

Full text

N/A