

Muu materjal**Muu materjal**

Liikmesriik: Eesti

Pealkiri: Guidelines for a service provider: defective goods and the consumer's right to reclamation

Seotud juhtumiga:: Consumer Protection and Technical Regulatory Authority

URL: https://www.ttja.ee/sites/default/files/failid/dokumendid/meelespea_teenindajale_puudusega_kaup_ja_kaebugesitamisetoigus.pdf

Võtmesõnad: service provider, defective goods, consumer rights, reclamation, burden of proof

Direktiivi artiklid

Consumer Sales and Guarantees Directive, [Article 2](#) , Consumer Sales and Guarantees Directive, [Article 3](#) , Consumer Sales and Guarantees Directive, [Article 5, 1](#).

Põhimärkus

Meelespea teenindajale: puudusega kaup ja kaebuse esitamise õigus.

Tarbijakaitse ja Tehniline Järelevalve Amet; English: Consumer.

These short guidelines aim to remind traders that consumers are entitled to rely upon the defect of the bought good within 2 years of purchase and exercise remedies if the trader does not rectify the situation voluntarily. The trader may require a written reclamation from the consumer but in turn, must also answer the consumer's reclamation within 15 days. It is important to stress that the guidelines also clarify that under Estonian law the costs of the expertise made within the first 6 months (i.e., the time of the reversed burden of proof) are always born by the trader.

Üldmärkus**Täistekst**