



Press release European Consumer Centre Luxembourg

Luxembourg, 23 November 2022

Cyber Monday 2022: be careful when buying online!

This Monday, November 28th will mark the return of the traditional Cyber Monday. Even if this day seems like the perfect occasion to take advantage of the best deals, and that from the comfort of your laptop, caution is required. To this effect, the ECC Luxembourg wishes to summarize the 3 most frequent issues encountered by consumers whilst shopping online, based on the number of complaints received by the ECC Luxembourg.

1. Receipt of non-conforming or defective products

When buying online, consumers bear the same legal warranty rights as when directly purchasing in a store. For these reasons, if the product lacks in conformity in respect of the initial offer, repair, replacement, or if impossible to refund, a reduction of the purchase price can be requested. For new products, the legal warranty is that of 2 years.

2. Non-respect of the right of withdrawal

When purchasing online, consumers generally have 14 days to change their mind and return the product without incurring any fees. The only additional fees that may be charged are the cost of returning the goods or a proportional amount corresponding to the portion of the service performed prior to the withdrawal.

3. Problems with delivery: delay, loss, etc.

European law provides that items ordered online must be delivered to the agreed destination within 30 days at the latest, unless a different date has been agreed upon with the professional. In case of non-compliance with these deadlines, it is advisable to contact the trader in writing and notify them.

In summary, we invite all consumers to be extra vigilant during their online shopping sessions, and to contact us free of charge if they have any questions.

The final word is addressed by Karin Basenach, Director of the ECC Luxembourg: "Given the current importance in respect of the subject of sustainable consumption, I would like to inform consumers about the possibilities of conscientious consumption, by for example favoring eco-friendly products, limiting the impact of their delivery, or avoiding returns."

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxemburg is a member of the European Consumer Centres Network (ECC-Net) established in each member state of the European Union as well as in Iceland, Norway and the United Kingdom. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters. Our services are free of charge.

The CEC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC. We are present on social platforms: Twitter

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