

Press release

Valentine's Day: opt for 100% guaranteed gifts

From customisable jewellery to real leather belts and life experience boxes, Valentine's Day gift ideas are flourishing on the Internet. But there is only one step from love to purchase and from purchase to scam. To avoid being hit in the heart by an arrow other than cupid's, the European Consumer Centre Luxembourg delivers useful advice.

Beware of dropshipping sites to buy a gift for Valentine's Day

If you've spotted the perfect gift on the Internet, thanks in particular to the advice of influencers, beware! It may be sold on a dropshipping site.

Dropshipping is when an online seller presents a product, takes and collects the order and then pays the manufacturer, often based in Asia, to deliver the product directly to the buyer. While this practice is legal in Luxembourg, it often leads to unpleasant surprises. Delivery times can be very long, the product delivered might be of poor quality or even counterfeit and you may even have to pay customs fees to receive your order.

To avoid a bad experience, it is best to check the seriousness of the seller, read the general conditions and compare prices with other sites before ordering. More information and advice on : <https://bit.ly/3JaANGc>

Be sure before buying a personalised gift online

Although in principle you always have 14 days to change your mind after a distance purchase, there are exceptions. These exceptions include the purchase of products that you have asked to be personalised or a leisure service on a specific date.

So think twice before ordering a bracelet engraved with your sweetheart's first name or a phone case with a photo of your date or a concert ticket for your loved one's favourite band. It will be impossible to return it to the seller and ask for a refund.

More information in our article : <https://bit.ly/3ovKuOy>

A guarantee in case of a problem with a dating site

Good news for those looking for love on the Internet. Of course, this is not a guarantee in case of profiles that do not match your criteria, but a guarantee in case of malfunction of the dating site.

Since January 1st, 2022, you have a legal guarantee of conformity on all digital services. And dating sites are part of this. In concrete terms, if you no longer have access to your account or if the chat service no longer works on the site, you can ask for the service to be repaired and, failing that, for a reduction in the price or even the cancellation of your subscription.

The ECC Luxembourg is part of a network of 29 European Consumer Centres in the European Union as well as in Iceland and Norway (European Consumer Centres Network - ECC-Net). Our services are free of charge.

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