

## Individual Consumer Questionnaire

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Across the EU, consumers have a right to get clear information about the goods, services and digital content before making purchases (online, via telephone, through a shop/ retailer or doorstep selling).

Consumers can also change their mind and cancel contracts concluded online, via telephone, mail order or outside regular shops within 14 days (the “right of withdrawal”) without giving any reason. Right of withdrawal = right to change your mind. As a consumer you have 14 days starting from the delivery of the goods (or conclusion of a service contract) to withdraw from the contract (cancel your contract) without indicating any reason. You just have to inform the trader that you withdraw from the contract. Then you must send the goods back within following 14 days.

There are also clear rules for the delivery of goods and passing of risk, and specific rules on price transparency (including a ban of pre-ticked boxes), rules regarding fees for the use of means of payment and fees for communication by telephone once a contract is concluded. All these rules are laid down in the Consumer Rights Directive (CRD) 2011/83/EU.

The following questionnaire aims to gather your views on specific aspects of the application of these rules and it will help the Commission services to assess functioning of these rules across different EU countries in practice. Obtaining your views is essential in this regard.

### Information about your shopping

**Q 1: Firstly, I am a resident of... (Please select one country)**

**[MANDATORY QUESTION]**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Belgique/België (BE) | <input type="checkbox"/> Hrvatska (HR)     | <input type="checkbox"/> Polska (PL)         |
| <input type="checkbox"/> България (BG)        | <input type="checkbox"/> Italia (IT)       | <input type="checkbox"/> Portugal (PT)       |
| <input type="checkbox"/> Česká republika (CZ) | <input type="checkbox"/> Κύπρος (CY)       | <input type="checkbox"/> România (RO)        |
| <input type="checkbox"/> Danmark (DK)         | <input type="checkbox"/> Latvija (LV)      | <input type="checkbox"/> Slovenija (SI)      |
| <input type="checkbox"/> Deutschland (DE)     | <input type="checkbox"/> Lietuva (LT)      | <input type="checkbox"/> Slovensko (SK)      |
| <input type="checkbox"/> Eesti (EE)           | <input type="checkbox"/> Luxembourg (LU)   | <input type="checkbox"/> Suomi/Finland (FI)  |
| <input type="checkbox"/> Éire/Ireland (IE)    | <input type="checkbox"/> Magyarország (HU) | <input type="checkbox"/> Sverige (SE)        |
| <input type="checkbox"/> Ελλάδα (EL)          | <input type="checkbox"/> Malta (MT)        | <input type="checkbox"/> United Kingdom (UK) |
| <input type="checkbox"/> España (ES)          | <input type="checkbox"/> Nederland (NL)    |  |
| <input type="checkbox"/> France (FR)          | <input type="checkbox"/> Österreich (AT)   |  |

**Q 2: In the previous 2 years, which of the following means have you used to buy goods (e.g. clothes, gadgets such as smart phones, laptops, equipment), services (e.g. energy supply, telecom services, subscription to TV channels) or digital content (downloading or streaming of movies, music, computer games, applications etc.)?**

*Please do not include items such as your food shopping, package holidays and financial services, since these are outside the scope of the Consumer Rights Directive.*

	Very frequently	Frequently	Occasionally	Rarely	Very rarely	Never
<b>Retail outlets/ shops</b>						
<i>In my home country</i>						
<i>From another EU country</i>						
<b>Internet</b>						
<i>In my home country</i>						
<i>From another EU country</i>						
<b>Telephone</b>						
<i>In my home country</i>						
<i>From another EU country</i>						
<b>Doorstep selling</b>						
<i>In my home country</i>						
<i>From another EU country</i>						
<b>Other (please specify below)</b>						
<i>In my home country</i>						
<i>From another EU country</i>						
Other (e.g. markets, promotional excursions):						

**Q 3: Do you use free online services such as ...**

	Yes	No	Don't know	Prefer not to answer
<b>Social media (i.e. Facebook, Twitter, LinkedIn, Instagram)</b>				
<b>Free cloud services to store pictures, videos, etc.</b>				

**Information about your experiences as a consumer**

**Q 4: During the last two years, when making a purchase of a good, a service or of digital content online or on the phone and/or using free online-services, how much information did you receive about the following?**

	<b>Nothing at all</b>	<b>Not very much</b>	<b>A fair amount</b>	<b>A great deal</b>	<b>Don't know</b>	<b>Not applicable</b>
The characteristics of the product						
The trader						
The right of withdrawal (including conditions, time limits and procedures)						
Acceptable means of payment						
Delivery restrictions, if any						
After-sales services and guarantees						
The conditions for terminating the contract						
The minimum duration of the contract, where applicable						
Accessing out-of-court complaint and redress mechanisms						
<b>For free-trials only</b> , conditions that would apply once the free-trial expired? ( <i>e.g. automatic switch to a paid contract, future payments, contract duration, termination, right to 'cancel' the contract, etc.</i> )						
<b>For free online services only</b> , about the service (in particular on the way the service operates and/or compatibility of the service with different hardware/software)						

**Q 5: During the last two years, when making a purchase of a good, a service or digital content online?**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Not applicable</b>
Was the total amount to be paid clear by the time you were asked for payment (including delivery charges)?				
Were you specifically asked to "agree to pay" when placing the order?				

Were you given access to a 'form of withdrawal'?				
Were you informed that you might have to bear the costs for returning the <b>goods</b> in case of withdrawal?				
Were you informed that you would have to pay for any diminished value of the <b>goods</b> caused by you prior to their return?				
Were you informed about the fact that you would have to pay reasonable costs for <b>services</b> already used?				
<b>Did the trader ask your approval to start the service during the withdrawal period?</b>				
Were you informed about the fact that you can only withdraw from the contract before you start downloading or streaming <b>digital content</b> ?				
Were you given clear information in plain and intelligible language about the contract (e.g. by e-mail or post)?				

**Q 6: Have you exercised your right of withdrawal up to 14 days after the purchase (i.e. have you returned a good, cancelled a service contract or changed your mind before starting downloading or streaming digital content)?**

- Yes, very often
- Yes, often
- Yes, a couple of times
- Yes, once
- No, never

## Difficulties encountered as a consumer

**Q 7:** In the last two years, have you encountered difficulties as a consumer when buying goods, services and/or digital content online and/or using free online services (e.g. social media such as Facebook, Twitter, LinkedIn, Instagram or free cloud services to store pictures, videos, etc.) or over the right of withdrawal

**[MANDATORY QUESTION]**

- Yes **(GO TO QUESTION 8)**
- No **(GO TO QUESTION 19)**
- Don't know **(GO TO QUESTION 19)**

**Difficulties encountered as a consumer**

**Q 88: In the last two years, if you said you had to pay charges because you paid by credit card. Could you please enter the amount?**

- <€5  
 €5-€10  
 >€10  
 Not applicable

**Q 9: During the last two years, when making a purchase of a good, a service or digital content online and/or using free online services?**

	Yes	No	Don't know	Not applicable
Did you have to pay more than you expected to pay due to 'extras' which you did not intend to order? (Were there any "pre-ticked" boxes ,e.g. paying for luggage or insurance with an airline booking)?				
Did you have to pay any charges because you paid by credit card?				
Have you had problems receiving the goods, services or digital content at the time agreed?				
Were you charged for goods, digital content or services that you did not request?				
Have you experienced any difficulties when terminating the contract after free-trial expired?				
Have you experienced any difficulties when unsubscribing from free online services?				
Have you been charged more than the basic rate when contacting the trader by telephone (once contract was concluded)?				

**Q 10: Did you complain about the problem occurred?**

**[MANDATORY QUESTION]**

- Yes **(GO TO QUESTION 11)**  
 No **(GO TO QUESTION 15)**  
 Don't know **(GO TO QUESTION 16)**

## Difficulties encountered - further details

### Q 9: What action did you take to resolve the problem? *Please indicate all answers that apply.*

- You complained to the seller or service provider
- You complained to the manufacturer
- You complained to a public authority
- You complained to a consumer association
- You brought the matter to an out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body
- You took the trader to court
- You took other actions

Please explain/specify:

### Q 10: What was the eventual outcome of this problem?

- You received a partial refund for your product
- You received a full refund for your product
- You were able to amend / cancel your service contract with no extra charges
- You were able to amend / cancel your service contract, but with extra charges
- You received no amendment or replacement for your service contract
- You decided not to buy the product / service
- You did not know which product / service to buy
- The problem is still pending
- Other (please specify )

Please explain/specify:

### Q 11: In general how satisfied or dissatisfied were you with the way your complaint was dealt with?

- Very satisfied
- Fairly satisfied
- Neither dissatisfied nor satisfied
- Not very satisfied
- Not at all satisfied
- Don't know
- Not applicable

**Q 12: If you have exercised your right of withdrawal, have you experienced any problems?**

**[MANDATORY QUESTION]**

- Yes, every time **(GO TO QUESTION 17)**
- Yes, often **(GO TO QUESTION 17)**
- Yes, a few times **(GO TO QUESTION 17)**
- Yes, once **(GO TO QUESTION 17)**
- No, never **(GO TO QUESTION 19)**
- Not applicable **(GO TO QUESTION 19)**

## Difficulties encountered - further details

**Q 13: Why did you not make a complaint about this problem? Please indicate all answers that apply.**

- You were unlikely to get a satisfactory solution to the problem you encountered
- The sums involved were too small
- You did not know how or where to complain
- You were not sure of your rights as a consumer
- You thought it would take too long
- You tried to complain about other problems in the past but it was not successful
- You thought complaining would have led to a confrontation, and you do not feel at ease in such situations
- Don't know
- Other (please specify)

Please explain/specify:

**Q 14: If you have exercised your right of withdrawal, have you experienced any problems?**

**[MANDATORY QUESTION]**

- Yes, every time **(GO TO QUESTION 17)**
- Yes, often **(GO TO QUESTION 17)**
- Yes, a few times **(GO TO QUESTION 17)**
- Yes, once **(GO TO QUESTION 17)**
- No, never **(GO TO QUESTION 19)**
- Not applicable **(GO TO QUESTION 19)**

## Right of withdrawal

### Q 15: What type of problem? Please tick those that apply

- The trader didn't recognise your right to withdraw
- The trader did not inform me about the right of withdrawal, procedures and/or did not provide the withdrawal form
- Had problems contacting the trader to notify them about withdrawal
- Had problems contacting the trader as regards the return of products
- The trader did not provide a full refund
- Trader did not provide the refund within 14 days once informed
- Other – please specify

Please explain/specify:

### Q 16: In general how satisfied or dissatisfied were you with the way the trader dealt with the withdrawal?

- Very satisfied
- Fairly satisfied
- Neither dissatisfied nor satisfied
- Not very satisfied
- Not at all satisfied
- Don't know
- Not applicable

Please explain:

**Your views about consumer rights**

<b>Q 17: In your opinion, how important are the following when making purchases?</b>					
	<b>High importance</b>	<b>Medium importance</b>	<b>Low importance</b>	<b>No opinion</b>	<b>Don't know</b>
The total price is clear prior to placing my order					
Promotional offers, such as discounts, premiums and gifts, or promotional competitions or games are clearly identifiable					
When making purchases on-line, via telephone or outside business premises, information about the right of withdrawal and conditions, time limits and procedures for exercising that right are clear					
When making purchases of digital content (software, applications, movies, music etc.), information about the product compatibility and functionality is clear					
Information about after- sales services (including repairs and maintenance and guarantees) is clearly reported					
Information about terminating the contract is clearly reported (charges and contract termination procedures)					
Information about the complaint handling policy is clearly reported					
When making purchases on-line, via telephone or outside business premises, I can exercise the right of withdrawal for 14 days					
When placing my order on-line, the trader must clearly inform me about the good, service or digital content I am buying and its total price					
The trader must seek my express consent to any extra payment					

**Q 18: In your opinion, how important are the following?**

	High importance	Medium importance	Low importance	No opinion	Don't know
Before subscribing for a free on-line service (such as social media e.g. Facebook, Twitter etc. or cloud storage of pictures, movies), I should receive all the relevant information about such a free service contract					
When subscribing for a free on-line service (such as social media e.g. Facebook, Twitter etc. or cloud storage of pictures, movies), I should have a right of withdrawal from such a free service contract within 14 days from conclusion.					
Please explain why you consider that having such a right to withdraw from a free service contract would be important/not important for you					

**Q 19: Would you consider it useful to receive pre-contractual information in graphic form, including the use of icons and pictograms?**

- Yes, very useful
- Only moderately useful
- Not very useful
- Don't know

**Q 20: Suppose you ordered a new electronic product by post, phone or the Internet, do you think you have the right to return the product 4 days after its delivery and get your money back, without giving any reason?**

- Yes
- No
- It depends on the product

**Q 21: Imagine you receive two educational DVDs by post that you have not ordered together with a 20 € invoice for the DVDs. Are you obliged to pay the invoice?**

- Yes, you are obliged to pay
- No, provided that you return the DVDs
- No, and you're not obliged to return the DVDs
- Don't know

**Q 22: In general, how would you rate your level of 'protection' as a consumer when purchasing a good, service or digital content from**

	High level of protection	Medium level of protection	Low level of protection	No opinion	Don't know
<b><u>Your own country?</u></b>					
Goods					
Services					
Digital content					
<b><u>Another EU country?</u></b>					
Goods					
Services					
Digital content					
Please provide the reason for your answer in the space below					

## Final points

**Q 23: To help us check that we have a good range of responses, it would be helpful if you could confirm your age and gender**

Gender	Age
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (Please specify) <input type="checkbox"/> Prefer not to say	<input type="checkbox"/> 15-17 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-39 <input type="checkbox"/> 40-54 <input type="checkbox"/> 55+ <input type="checkbox"/> Prefer not to say
Please specify:	

**AND**

**Q 24: indicate your current work status and at what stage did you complete your full-time studies**

Work status	Education
<input type="checkbox"/> Self-employed <input type="checkbox"/> Employed <input type="checkbox"/> Student <input type="checkbox"/> Not in employment <input type="checkbox"/> Seeking a job <input type="checkbox"/> Retired <input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Elementary (primary) school <input type="checkbox"/> High (secondary) school <input type="checkbox"/> College, university, etc <input type="checkbox"/> Post-graduate degree <input type="checkbox"/> Other qualification <input type="checkbox"/> Prefer not to say

**27: Finally, we would like to explore some of the issues in more detail by email/telephone. Would you be interested in helping with this?**

- Yes  
 No

**28: Please provide your name and an email address or phone number where we can reach you. Obviously, such personal data will not be shared with anyone outside of the study team.**

Name	
Contact details	

Many thanks Ms Rocio Salado, Project Manager