

Consumers' protection: sale of consumer goods and associated guarantees

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Hoping that the provisions of the directive would also apply to second-hand goods, the rapporteur stressed the importance of the obligation to inform consumers about the after-sales service and approved the hierarchy of recourse. Commissioner Bonino confirmed that consumers' rights had to be guaranteed at the highest possible level so that everyone could benefit from the internal market. She considered that the costs of such protection were not huge as an increase in consumer confidence represented an added value for suppliers. The Commission could accept the following amendments: Nos 7 to 9, 11, 12, 14 to 17, 19 to 21, 23, 29, 30, 32, 35 to 38, 40, 42 and 45 (which was very important in terms of allowing consumers to choose, within the hierarchical scale, the most appropriate method for exercising their rights). The Commission could also support the principle of Amendments Nos 41 and 54. However, Amendment No 33 could not be accepted.