

Protection of consumers: distance contracts

1992/0411(COD) - 20/05/1992 - Legislative proposal

PURPOSE: the approximation of Member States' legislation concerning contracts negotiated at a distance

PROPOSED ACT: Directive of the European Parliament and of the Council

CONTENT: This proposal seeks:

- to harmonise Member States' legislation concerning the negotiation of contracts at a distance between consumers and suppliers, as well as contract solicitation and other preparatory actions; and
- to establish a minimum basis of protection for consumers for what concerns contracts negotiated at a distance.

The proposal covers the distance selling of contracts for all goods and services. However, provisions are made for certain exceptions. These include, in particular:

- an obligation for the supplier to provide certain information to the consumer. Some of this information must be provided at the time when the consumer is solicited, while other information must be provided at the point in time when the contract is concluded.
- the possibility for the consumer to cancel a credit card operation carried out at a distance if there are reasons to question the validity of the operation.