



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR JUSTICE AND CONSUMERS

Consumers
Head of Consumer Markets Unit

Brussels,
 JUST E1/MDS (2015)

Dear Sir, dear Madam

Subject: Stakeholder consultation for a study on the functioning of legal and commercial guarantees for consumers in the EU

The Ipsos - London Economics - Deloitte consortium is undertaking a consumer market study *on the functioning of legal and commercial guarantees for consumers in the EU* for the European Commission's Directorate General for Justice and Consumers.

The objective of the study is to analyse the consumer situation in the legal and commercial guarantee markets with a particular focus on the Consumer Sales Directive and Associated Guarantees (1999/44/EC) in the 28 Member States plus Iceland and Norway. In particular the study will explore:

- to what extent sellers and producers are aware of and comply with the requirements of relevant EU and national legislation;
- to what extent consumers are aware of their rights and willing to make use of them;
- what is the nature and prevalence of problems consumers encounter when executing their rights;
- how both the legal and the commercial guarantees are communicated to consumers and whether the guarantees in practice bring benefits to consumers.

Results of this study will help the European Commission to assess if stepped up enforcement is needed to ensure a more coherent approach for this Directive.

In the course of this study, the consortium will collect evidence and stakeholders' views. Your organisation has been identified as one of the key stakeholders whose voice we would like to hear in the context of the study. Hence, your contribution is important to ensure that all relevant perspectives are taken into account in assessing the situation from a consumer perspective and possible remedies. I would be grateful if you could provide assistance to the consultants by responding to their questionnaires, requests for data or participating in interviews they may organise in the framework of this study. You will likely receive the questionnaire via email during the second half of April and it will be open for consultation for 6 weeks. The representative of the Ipsos - London Economics - Deloitte consortium responsible for the stakeholder consultation, Dermot Doyle (dermdoyle@deloitte.lu) or the Project Coordinator, my colleague Marilena Di Stasi (JUST-CONSULT-E1@ec.europa.eu) will be glad to answer any query in this respect.

Yours sincerely,

Dan Dionisie