



The New Deal for Consumers

What is the European Commission doing for consumers?

Fact sheet | April 2018

Věra Jourová

Commissioner for Justice,
Consumers and Gender Equality



Directorate-General for
Justice and Consumers



President Juncker gave a more prominent place to consumer policy at the beginning of his mandate in 2014. Since then, this Commission has delivered over 80% of the proposals in the ten priority areas set out in President Juncker's political guidelines.

Here are some of the main achievements so far in this mandate.



Accessing online media across the EU

Thanks to EU rules you can:

- ▶ Fully use your subscriptions to video-on-demand platforms, online TV services, music streaming services, or online gaming marketplaces, wherever you are in the EU;
- ▶ Access free online services from a wide array of public TV or radio stations whilst travelling within the EU.



Buying online across the EU

Geo-blocking is when online companies limit the possibility for consumers to buy from certain countries. Thanks to the EU, from 3 December 2018, you can:

- ▶ Complete an order to purchase goods or to download content not subject to copyrights from any website established in another EU country;
- ▶ Have your purchases delivered to you in another country where the trader can deliver and when delivery is not possible in your country.



Banning roaming charges

Since June 2017, **roaming charges have ceased to exist across the EU**. Whether you live in the EU or are travelling in the EU, in Iceland, Liechtenstein or Norway, you do not have to pay roaming charges.

- ▶ Data roaming is now up to **96% cheaper compared to 2012**. Making a call or sending an SMS costs you ten times less than in 2007.
- ▶ If you go over your fixed allowance, wherever you communicate within the EU, **charges are capped to:**
 1. €0.032 per min;
 2. €0.01 per SMS;
 3. €6 per gigabits of data, which will continue to decrease year by year to €2.5/gigabits by 2022.



Making cross-border parcel delivery more transparent and affordable

EU Member States have agreed to make cross-border parcel delivery more accessible to consumers. This will allow people to buy more easily from other EU countries online.

As of 2019, you will:

- ▶ Benefit from transparent price tariffs for cross-border deliveries; this will help you when looking for the best deal;
- ▶ Have access to affordable, efficient and high-quality cross-border delivery services wherever you are in the EU;
- ▶ Have clear information on return options;
- ▶ Also, national postal authorities will be able to collect data from shipping companies to oversee the market and look into unreasonably high tariffs.



Ensuring online platforms play by the rules

The European Commission and national consumer authorities have been working together to ensure consumer rules are properly enforced under the EU Consumer Protection Cooperation Network.

This includes, for example:

- ▶ Screening of online comparison tools, e.g. travel booking platforms, or car rental offers, to check whether these companies comply with EU consumer rules and ask them to modify their offers if they don't;
- ▶ Requesting that Facebook, Twitter and Google+ fully respect EU consumer rights e.g. giving you the possibility to withdraw from your online purchase within 14 days or lodge your complaint in front of a court in Europe.



Modernising package travel rights

New EU rules on package travel apply from 1 July 2018. They will extend protection to an additional 120 million travellers who book package holidays and other combinations of travel services. The protection will cover not only traditional package holidays, but also customised combinations of travel services, such as flights plus hotel or car rental put together on a website or through linked websites.

Under the rules, all travellers will:

- ▶ receive transparent information on whether they are being offered a package with full protection or a linked travel arrangement with more limited protection, as well as on their key rights.

Package travellers will:

- ▶ benefit from stronger and clearer rights, for instance in relation to cancellations, including in cases where the organiser increases the price by more than 8%.



Solving complaints at the click of a mouse

The Online Dispute Resolution platform helps Europeans solve disputes relating to an online purchase of goods or services, directly with the trader, and without going to court. Since the platform was launched in **February 2016**, thousands of customers across Europe have logged disputes.

Go to: <https://ec.europa.eu/consumers/odr>



Ensuring consumers get the best choice of services

Thanks to EU competition rules, companies cannot give themselves illegal advantages over other companies. If they could, this would constitute an abuse of market dominance and would limit the choice available to consumers.

In 2017, the European Commission fined Google €2.42 billion for breaching EU competition rules. Google's strategy for its comparison shopping service wasn't just about attracting customers by making its product better than those of its rivals. It illegally limited the choice for the consumer. Now, Google complies with EU rules to ensure a fair marketplace. And most importantly, it now offers European consumers a genuine choice of services and the full benefits of innovation.

For more information

[EU consumer policy](#)

