

Learning objectives

- Students are aware of some of the consumer rights and responsibilities while purchasing products and services in the EU.
- Students can describe how to exercise consumer rights as a consumer of goods and services.
- Students comprehend how the EU protects consumers, that people who offer goods and services do so to make a profit, and that it is the consumer's job to learn as much as they can before making a decision.

Materials needed

- <https://www.youtube.com/watch?v=PQnM-k4k0Z8>
- <https://www.e-consumerquiz.ecc-netitalia.it/en/> (for teachers)
- https://www.canva.com/design/DAFVOtO4rTw/A8ITP2DTmbJNRNLp-lyUng/view?utm_content=DAFVOtO4rTw&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton (presentation)
- "What are my consumer rights in the EU" activity sheet

Structure/activities

- **Display a video** that was provided as a learning resource. **Subtitles in many languages are included** in the videos, which aid in the process of understanding the subject.
- Following that, show **a brief presentation to the pupils about consumer rights**, particularly **when shopping online in the EU**.
- Additional material has been added **to help teachers obtain more information**.
- Following the lecture, ask students to complete the **"What are my consumer rights in the EU?" quiz on the activity sheet**.
- Then, go over **the correct answers and conduct a discussion**.



Background information

- Module 3 - Policies of European Union (provided in EU@School E-learning course).

Assessment

- Engaging quiz game and discussion with teacher and other peers to extend the obtain knowledge.



What are my consumer rights in the EU?

Activity sheet



Match the statement with the correct consumer right area!

Information

Without switching between different national versions, you should be able to visit all websites across the EU. You should be able to make an order with the same terms and costs as purchasers who are located in the seller's country.

The conformity of goods

If the product you get is defective or otherwise not as described in the advertisement, you are entitled to a free repair or replacement within a reasonable timeframe and without incurring significant costs to you.

Discriminations

You have a right to information on the key features of the good or service you intend to acquire before making a purchase.

Withdrawal

The supplier shall deliver the ordered items no later than 30 days following the order, unless otherwise agreed. You have the right to cancel the transaction and receive a refund if the seller does not deliver to you within the agreed or required timeframe.

Refund

You have 14 days to return the goods and receive your money back without giving explanations and without incurring any further fees, save for delivery costs if this is specified in the contract.

Answers

Information

You have a right to information on the key features of the good or service you intend to acquire before making a purchase.

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