



QUIZ

time for teens

10 question cards for teenage consumers about (web) shopping



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#1



Mila has ordered a T-shirt from an online store in another European country. She thought that she had chosen the right size, but the T-shirt she receives is too big.



Can she return the T-shirt to the online store and get a refund?

#2



Mila wants to return the T-shirt and get her money back for this online purchase.



Should Mila inform the seller?

#3



challenging

Mila has cut the price tags and textile labels off the T-shirt. Now she wants to get her money back from the webshop.



Does she have the right to get a full refund after cutting off the labels?

#1



- No, she can only get another size.
- No, because the online store is located in another European country.
- Yes, anytime within 2 years after purchase.
- Yes, within 14 days after delivery of the T-shirt.



You can also take the interactive version of this quiz:

www.eccnet.eu/quiz4teens



When printing these cards set your printer to:



- + print in **LANDSCAPE** orientation
- + print on **BOTH SIDES** of page
- + flip pages on **SHORT EDGE**

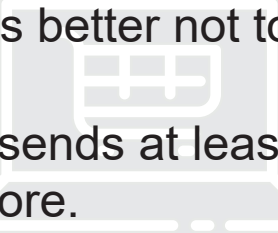


#3



challenging

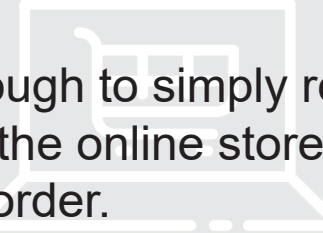
- No, the online store will assume that Mila has worn the T-shirt and could refuse to refund Mila. It is better not to cut off labels.
- Yes, if Mila sends at least three complaints to the online store.
- Yes, clothing labels are not necessary to receive a refund and Mila can throw them away or keep them.



#2



- It is enough to send the T-shirt back.
- It is not enough to simply return the T-shirt. Mila must tell the online store that she wants to cancel the order.
- She should call the online store and request a pick up.



#4



Mila is not sure if she must send the T-shirt back to the online store if she wants to get her money back.



What does Mila have to do to in order to get a refund?

#5



Mila thinks the postage she has to pay to send the T-shirt back seems too expensive.



Does she have to pay the expensive postage?

#6



Felix had bought a smartwatch from a dealer in another EU country. After 3 months the watch stops working.



What consumer rights does Felix have in this case?

#7



Felix should not wait too long to make the legal guarantee claim because he knows there is a time limit for doing this. He is just uncertain how long after the purchase he can still make the claim.



How long is the legal guarantee period during which he can complain about faulty goods?

#5



challenging

- No, the online store should pay for the return postage.
- Mila has to pay for shipping costs, unless the online store says it will pay for returns.
- The postage for returning the goods should be shared equally between buyer and seller.

#4



- Mila is entitled to get her money back, but she does not have to return the goods. She is allowed to keep them.
- Mila must get her money back first. She can only keep the T-shirt because it was too big.
- To get her money refunded, Mila must return the T-shirt.

#7



- 1 year if purchased online, 2 years if purchased in a store.
- 6 months
- At least 2 years if the seller is based in an EU country. In several countries even longer.

#6



- Felix has a legal guarantee for the watch. He can get the smartwatch repaired or replaced.
- Felix has the right to cancel the purchase and the seller must refund the money.
- Since Felix has used the watch, he has no special rights anymore.

#8



challenging

The dealer accepts the guarantee claim for the broken smartwatch. He does not want to repair it or replace it with a new one, but offers Felix a voucher.



Does Felix have to accept the voucher instead of money?

#9



The seller has finally repaired the smartwatch. But the smartwatch breaks again and Felix gets angry.



Does Felix have the right to complain again?

#10



challenging

Felix sent the watch back to the trader and paid the postage fee for the package.



Can Felix demand that the seller should pay the postage costs for sending the watch back?

Final open question

What is your view on the topic or what personal experience would you like to share with your class mates? Please answer freely to the following question.



What is the difference between the right of withdrawal and the legal guarantee when buying online?

#9



- No, a complaint can be made only once during the guarantee period.
- Yes, he can make the claim again during the guarantee period.
- No, because the product has already been repaired and this cannot be claimed again.

#8



- Yes, but only because Felix bought the smartwatch abroad.
- No, the dealer must either repair or replace it or refund the purchase price.
- Yes, a seller may give a voucher instead of money.

Final open question

The difference between withdrawal and legal guarantee is

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#10



- Yes, because the seller accepted the claim.
- No.
- Only if this is mentioned in the terms and conditions.