

Amendment to the Consumer Protection Law

On the 29th of July of 2014 entered into force the fourth amendment to the Consumer Protection Law approved by Law number 24/96, of 31 July.

See [here](#) the main changes introduced by Law 47/2014, of 28 July.

<i>Mandatory informations to be provided to consumers</i>	<ul style="list-style-type: none">i. Main characteristics of the goods or services;ii. Identity of the supplier or service provider - name, company name, address and telephone number;iii. Total price of goods or services, including the fees and taxes, additional costs and delivery costs and postage;iv. How to calculate the price;v. Indication that additional postal, transport, delivery and any other costs may be charged;vi. Ways of payment, delivery and performance and the delivery of the goods or rendering of the service;vii. Information regarding the consumer complaints system, including arbitration;viii. Duration of the contract or conditions for termination or non-renewal, including the system of compensatory measures for early termination of contracts;ix. Guarantees;x. Functionality of digital content, such as the operating system, the required version and equipment characteristics;xi. Consequences of non-payment.
<i>Off-premises contracts</i>	Right of withdrawal within 14 days.
<i>Additional Payments</i>	Obligation to obtain the express consent of the consumer for charge any additional payment.
<i>Delivery of goods</i>	<p>Goods should be delivered until 30 days after the conclusion of the contract.</p> <p>If this deadline is not met, the consumer may establish an additional time and terminate the contract if the delivery do not occur after that period.</p> <p>Similar to distance selling law, the supplier is obliged to refund the full amount paid within 14 after the termination of the contract, under the penalty of returning in double the amount paid and pay an additional compensation to the consumer.</p>
<i>Telephone charges</i>	The consumer should not bear any additional costs (beyond the base standard tariff) with the use of available telephone lines provided by the supplier.