



CITIZENS' RIGHTS, CONSUMERS' RIGHTS

If you are faced with a cross-border dispute, you can contact the **European Consumer Centre (ECC)** present in the 28 Member States as well as in Iceland and Norway. You can obtain free assistance and advice from legal advisers specialised in tourism, transport and online shopping. Do you have any questions regarding your rights? You can consult the ECC website where you will find answers adapted to various situations. **AND PRACTICALLY?**



YOUR PURCHASES

- ▶ You have bought shoes on the internet from a professional, but you don't like them. You have 14 days to change your mind.
- ▶ When you buy a new item, you have a two-year legal guarantee, without having to provide any proof, in case of a defect in the product.
- ▶ Mandatory labelling of pre-packaged food: you have details regarding the composition, energy values, quantity, instructions for use and storage, expiry date, origin, etc. In addition, the mandatory information is harmonised across the EU!

TRAVELING

- ▶ Since June 2017, roaming charges no longer exist in the European Union (EU)! When you are in another EU country, you can call, send messages or use your mobile data in the same manner as in France!



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IN CASE OF SETTLEMENT IN ANOTHER MEMBER STATE

- ▶ As a European citizen, you have the right to **open a bank account for basic payments**, even if you do not live in that State. In France, a foreign bank account must be declared when declaring income. Through **SEPA (Single Euro Payments Area)**, you can make transfers to other bank accounts in the Euro zone as though they were in your own country. This area equally concerns levies and payments using a bankcard.
- ▶ If you settle in another EU country, you do not need to change **your driving licence** if it has been issued in an EU Member State!
- ▶ Settling in France and looking for **housing**? Below you will find several sources of information, particularly regarding the documents that may be requested by the property owner. You will also learn that for an unfurnished apartment, the owner cannot decline your guarantor claiming that the guarantor is not French.

TRANSPORT

- ▶ You **are protected as a passenger** if your flight is delayed by several hours (2 hours min.!) Indeed, your carrier must offer refreshments and meals and take care of accommodation if necessary. If you experience a 3-hour delay, you can request to be compensated financially, barring "exceptional circumstances" (for example, in case of strikes, difficult weather conditions, etc.).
- ▶ As from a 30-minute delay of your train, even if the carrier is not responsible, you can be **compensated depending on the length of the delay**.



MORE DETAILS

European Consumer Centre

Directorate-General for Justice (European Commission), [Travelling tips, assistance and advice for consumers in Europe](#)

European Commission, [Understanding EU policies: consumers, Europe is yours](#)

Toute l'Europe, [La consommation en Europe \(Consumption in Europe\)](#)