

Still I can repair my plane ...

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Nicolaie Mihaiescu at “*Sanabuna*” Conference

Abstract

Within the framework of the well-known European Commission's strategic vision (aiming to maximize consumer participation and trust in the market by reinforcing consumer safety, enhancing knowledge, stepping up enforcement and securing redress, aligning consumer rights and policies to changes in society and in the economy), and of the substantial corpus of consumer law, and consumer rights (which exist in practice thanks to continuous improving of enforcement and securing redress), consumers are really empowered if they can have their rights properly enforced within a robust framework which allows them to participate actively in the market. It is our duty to look after potential ambiguities in the Consumer Rights Directive, while respecting the meaning and intent of this Directive, and to bring necessary clarification, either in guidance or in the legislation itself, which would be beneficial to consumers.

Key words: Consumer protection, empowered consumers, improved legislation

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There is a way to repair a damaged commodity bought abroad

In a previous article I was referring to those who used to buy goods abroad and find no way to solve the problem when need to repair them in Romania. Normally, I pointed my finger to the

authorities, be European or Romanian, which so far did not find a legal way to protect such customers. I meant that there is no law or directive in this respect.

Now in my turn I have to say that in spite of the fact that legally the problem is not solved so far there is a way to repair a damaged commodity bought abroad. To all people interested to this issue please be informed that since couple of years ago, an European Center for Customers (ECC-being present in all EU countries) is working together with a Romanian nongovernmental institution called Organization for Customer Protection (OPC in Romanian) .They act for anyone in need to arrange for a necessary liaison between the Romanian customer and a supplier located elsewhere in Europe. You simply contact the OPC before reading all information available on web: www.CONSUMATOREUROPEAN.RO and www.eccromania.ro .

If your case involves a dispute about...

One thing cannot be solved under this special arrangement: OPC even if supported by the European Center is not authorized to represent you in Court in cases of disputes. What they can do is more important and here are some directions:

- as customer you have the right to be fully informed about goods and conditions on European markets and ECC will assist and offer any required details
- under no circumstances you are obliged to buy goods you do not need or do not prefer
- you are entitled to ask that damaged goods be repaired within or out of the warranty period
- any commodity you got from an EU country is supposed to be under no suspicion and if that will not happen ECC will assist you to solve any possible claims or offer you to mediate the dispute (if dispute refers to claims valuing less than Euro 2000)
- you have the right to return goods bought directly or through internet if are not satisfied
- you are protected by European Center and OPC any time you buy tourist services or make acquisitions abroad

All that ECC and OPC offer to you as European customers are free of charge.

So let me tell you once again that I found how to get my plane repaired and invite you to follow the procedure above in case of need. I hope that what today is done by the good will of two important institution will turn to a component of a legal framework.