

THE NETHERLANDS

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by the Netherlands.

As a result of this legislation, consumers have a right to a minimum guarantee of six months on products. Within these six months any lack of conformity shall be presumed to have existed at the time of delivery, unless proved otherwise.

Within this period the consumer is entitled to have the goods brought back into conformity. The consumer is entitled to ask for the goods to be repaired or replaced free of charge.

Also important for consumers is that after this period of six months they are still protected against faulty products. In the Netherlands no time limit has been given for this, which means that the period of liability maybe longer than –the usual- two years. However, it is then up to the consumer to prove that the lack of conformity existed at the time of delivery.

Voluntary guarantees given by a producer do not restrict the statutory rights of consumers.

Exchange

A consumer does not have a legal right to exchange. It is at the discretion of the trader.

Pricing

- ❖ The Dutch currency is the euro.
- ❖ The price of the product must be displayed on a price tag.
- ❖ The consumer can insist on getting the item for the same price as indicated on the price tag. If there are two different prices on one item, the consumer can ask to pay the lower one, except if this price is obviously out of proportion with the real value of the product.
- ❖ VAT (BTW in Dutch) must be included in the price.
- ❖ The trader is obliged to issue a receipt to the consumer.

Tax

On most goods a 19% value added tax -VAT (Belasting over de Toegevoegde Waarde – BTW) is charged in the Netherlands.

The VAT on food products is 6%.

Methods of payment

The most common methods of payment in the Netherlands are cash, credit, and debit cards.

When paying by credit or debit card, consumers may have to show identity card.

Some restaurants and shops do not accept credit cards.

The Sales

There are two periods of sales: the winter and summer sales.

These sales are not restricted in time. In general, the winter sales take place during the months of December and January, and the summer sales between July and August.

Opening hours

Shops' general opening hours are:

Monday: 13:00 – 18:00

Tuesday– Friday: 09:00 - 18:00

Saturday: 09:00 - 17:00

Sunday: closed

Banks' general opening hours are:

Monday – Friday: 09:00 - 17:00

Saturday & Sunday: closed

Post Offices' general opening hours are:

Monday – Friday: 09:00 - 18:00.

Saturday: 09:00 - 12:00 (large offices)

Deposit

There is a deposit on almost all bottles, except wine bottles.

There is no deposit on cans and plastic bags.

Tourist information

Tourist information can be found via the following link to the official website for tourism and travel:

www.holland.com