

AUSTRIA

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Austria. The rules are applicable for contracts between all kinds of parties. Companies cannot reduce or restrict the rights of consumers.

As a result of this legislation, consumers have a right to a minimum guarantee of two years on products. Within 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. If the defect can't be solved by a repair or a change the consumer is entitled to withdraw from the contract or to get a price-reduction.

Also important for consumers is that after this period of six months they are still protected against faulty products. Within two years from delivery of the goods the trader still can be held liable for any lack of conformity. 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

If the good is not faulty, consumers have no legal right to exchange or to bring it back to the seller in order to get a reimbursement of the money.

Some traders will allow an exchange, although this is at their discretion. Consumers should obtain written confirmation of the trader's agreement to allow an exchange e.g. a note on the original receipt.

Pricing

- ❖ The Austrian currency is the euro.
- ❖ A price must be displayed on the good, and indicate clearly the cost per good / per unit (litre, kilo, etc).
- ❖ According to Austrian contract law, a price tag does not represent a legal offer, thus consumers cannot insist on getting the item for the same price as indicated on the price tag. However, should the trader not sell the good for the price indicated on the tag consequently and he doesn't change the wrong tag, this would constitute a violation of competition law and would be liable to prosecution by the authorities.
- ❖ Prices must include VAT and fees (bruto price).
- ❖ The trader is obliged to issue a receipt to the consumer.

Tax

On most goods and services a 20% value added tax – VAT (Umsatzsteuer – USt. or Mehrwertsteuer – MwSt.) is charged in Austria.

The VAT on food, books, animals, plants, art etc. is 10% VAT in Austria.

Methods of payment

The most common methods of payment in Austria are cash, debit cards and credit cards (most of the shops have a limit of approximately €400). When paying by credit card, consumers are not obliged to show an identity card

The sales

There are no set periods for sales.

Opening hours

The opening hours vary from state to state.

Shops' general opening hours are:

Monday – Friday: 09:00 - 19:00

Saturday: 09:00 - 12:00 (small shops) & 09:00 - 17:00 (large shops)

Sunday: closed

Banks' general opening hours are:

Monday – Friday: 08:00 - 15:00

Thursday: 08:00 - 17:30

Saturday & Sunday: closed

Post Offices' general opening hours are:

Monday – Friday: 08:00 - 18:00

Saturday: 08:00 - 12:00 (large offices)

Deposit

There is a deposit on some bottles.

Tourist information

Tourist information can be found via the following links to official websites for tourism and travel:

<http://www.austria-tourism.at/>

<http://info.austria.at/>

<http://www.urlaub.at/info/informationen.php3>

<http://info.wien.at/>

Database of Austrian law:

<http://www.ris.bka.gv.at/englische-ry/>