

## CYPRUS

### Your rights as a consumer

Directive 1999/44/EC on the sale of goods and associated guarantees has been implemented by Cyprus. 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 ask for the goods to be repaired or replaced free of charge. Also important for consumers is that after 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 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

There is no legal obligation on the seller to offer an exchange. The exchange is a seller's voluntary action.

### Pricing

- ❖ The Cyprus official currency is since the 1<sup>st</sup> of January 2008 the Euro €.
- ❖ The price must be indicated on the product or on the shelf.
- ❖ The consumer can insist on getting the items for the price indicated on the price tag.
- ❖ The seller must issue a receipt to the consumer.

### Tax

On most goods and services a 15% value added tax – VAT (Foros Prostithemenis Axios-FPA (Φ Π Α) is charged in Cyprus.

### Methods of payment

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

### Sales

There are sales periods from 1<sup>st</sup> Monday of February until the 4<sup>th</sup> Saturday of February. There are also sales from 1<sup>st</sup> Monday of August until 4<sup>th</sup> Saturday of August and last a maximum of 45 working days but usually start earlier with Ministerial Order.

### Opening House

Shops' general opening hours are:

From 01/11-31/3, Monday, Tuesday and Thursday 09.00-19.00

On Wednesdays they close at 14.00 and on Saturdays at 15.00hrs.

From 01-04 – 31/10 on Mondays, Tuesdays and Thursdays they are open until 20.30hrs, on Wednesday until 14.00 and on Saturday close at 17.00hrs.

**Bank's General Opening hours are:**

From May – September  
Mon-Fri: 08:15-13:30

From October – April  
Mon – Fri: 08:15-13:30  
Mon afternoons 15:15-16:45

Post offices' opening hours are:

From September - June  
Mon-Fri: 07:30-13:30  
Thu afternoons 15:00-18:00

From July – August  
Mon-Fri: 07:30-13:00

Additionally, central post offices in Nicosia, at “Eleftheria's square” and at “Prodromos avenue” are open as follows:  
Mon-Fri: 07:30-13:00 and 15:00-18:00 (except Wed afternoon)  
Sat: 09:00-11:00

**Deposit**

There are no deposits on bottles, cans or plastic bags. Some companies however do promote the practice.

Tourist information

Tourist information can be found via the following official website;

[www.visitcyprus.org.cy](http://www.visitcyprus.org.cy)