

CZECH REPUBLIC

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by the Czech Republic. As a result of this legislation, consumers have a right to a minimum guarantee of 2 years on products. Within first 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. 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.

In the Czech Republic, the seller shall complete the repair or replacement within 30 days at the latest otherwise the consumer has the right to withdraw from the contract.

Buying a used thing, the guarantee period may be shortened up to one year. Shortening the guarantee period must be written somewhere (contract, warranty certificate, receipt).

Exchange

The exchange is voluntary and depends on the seller. Consumer should ask for this possibility, when buying the product and let the seller acknowledge this on the receipt.

Pricing

- ★ The Czech currency is the Czech crown (abbreviated CZK – **mostly in banks, Kč in shops**).
- ★ Prices must be displayed clearly. On food products in big shops (larger than 400 square metres) unit prices (prices per litre, kilogram, etc.) must be displayed as well.
- ★ The consumer can insist on getting the item for the price indicated on the price tag.
- ★ VAT must be included in the price.
- ★ The seller must issue a receipt for consumer just on consumer's request.

Tax

On most goods and services a 19% value added tax - VAT (daň z přidané hodnoty – DPH) is charged in the Czech Republic

The VAT on some products (especially food, books, magazines) and few services is 9%.

Methods of payment

The most common method of payment in the Czech Republic is cash. In many places also credit and debit cards are accepted.

When paying with a credit card, a shop can ask the consumer to show his identity card.

Sales

Sales periods are not regulated by law. Each shop in the Czech Republic can be open anytime.

Opening hours

Shops' general opening hours are:

Monday – Friday: 8:00 – 18:00

Saturday: 8:00 – 11:00

Opening hours differ greatly by regions and types of shops. Some shops are open non-stop (24/7).

Banks' general opening hours are:

Monday – Friday: 8:00 – 16:30

Post Offices' general opening hours are:

Monday – Friday: 8:00 – 18:00

Saturday: 08:30 - 11:00 (**only some post offices are open**)

Deposit

On some glass bottles there is a deposit (3 CZK ~ 0.10 EUR).
There is no deposit on cans or plastic bags.

Tourist information

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

<http://www.czech.cz/>

<http://www.czechtourism.com>

<http://www.consumers.cz>