

ESTONIA

Your rights as a consumer

Estonia has implemented Directive 1999/44/EC on certain aspects of the sale of consumer goods and associated guarantees. As a result of this legislation, all consumers, who buy goods in Estonia, have a right to a minimum guarantee of 2 years on products. Within the first six months of purchase, any lack of conformity or defect shall be presumed to have existed at the time of delivery, unless proved otherwise. After the first six months it should be decided between parties who should prove the cause of the failure.

Within this period of guarantee the consumer is entitled to have the goods brought into conformity free of charge. In the first place, the consumer may require the seller to repair the goods or he may require the seller to replace them, unless this is impossible or disproportionate. Any repair or replacement shall be completed within a reasonable time (approximately within two weeks) and without any significant inconvenience to the consumer, taking account of the nature of the goods and the purpose for which the consumer required the goods. If this is not possible the consumer is entitled to ask for a price reduction or to have the contract rescinded.

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

Exchange

The exchange is a seller's voluntary action.

Pricing

- ★ The Estonian currency is the Estonian Kroon (abbreviated EEK).
- ★ Prices must be displayed in Estonian Kroons and the displayed price should be the ultimate price and include VAT.
- ★ Traders are required to provide truthful information on the price tag before consumers acquire goods or use services. So, if the seller claims that the price indicated on the price tag is wrong, then it should be treated as deceiving consumers and as a violation by a trader. In such situation a consumer can give up a purchase, but cannot insist on getting the item for the price indicated on the price tag.
- ★ VAT should always be included in the displayed price.
- ★ The seller must issue a receipt to the consumer if the total amount to be paid by a consumer is 300 kroons or more. If the total amount is less than 300 kroons then the receipt shall be given to the consumer at his/her request.

Tax

On most goods and services a 18% value added tax - VAT (Käibemaks - KM) is charged in Estonia.

The VAT differs in some exceptions – books, concert tickets, etc.

Methods of payment

Most common payment methods in shops, restaurants etc are cash, debit and credit cards. The seller has a right to ask for a identity card (or other forms of identification) when a person pays with credit or debit card.

Sales

In Estonia the sellers usually sell at discount in the middle or at the end of the season. In Estonia sellers often offer the discount during the “final sale” (“lõpumüük”), “everything must go” (“tühjendusmüük”), “closing down sale” (“sulgemismüük”). During these discounts, all the goods for sale or a limited selection of the goods are to be put on the final sale. The prices of goods that are sold under such conditions are significantly lower than the usual prices.

Opening hours

Shops' general opening hours are:

Monday – Friday: 10:00 – 18:00 / 19:00

Saturday: 10:00 - 15:00

Sunday: closed

The big shopping centres are open: Monday – Friday / Saturday / Sunday:
10:00 – 20:00 / 21:00

Banks' general opening hours are:

Monday – Friday: 9:00 / 10:00 – 18:00

The bank offices in big shopping centres are open longer – until 20:00.

Saturday: 10.00 – 15.00

Sunday: closed

Post Offices' general opening hours are:

for big central post offices: Monday – Friday: 8:00 – 20:00
Saturday: 9:00 – 18:00

for smaller postal offices: Monday – Friday: 9:00 – 18:00
Saturday: 9:00 – 14:00

Deposit

Deposit of glass packaging and big plastic packaging is 1 EEK. Deposit of 500ml plastic packaging and metal packaging is 50 cent.

Tourist information

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

<http://handbook.infoatlas.ee>

<http://www.turismiweb.ee/en/>