

GERMANY

Your rights as a consumer

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

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

Pricing

- ❖ The German currency is the euro.
- ❖ The price of the product must be displayed on a price tag. The price must be definitely referable to the product, easily identifiable and clearly readable. The price tag must not be fixed to the product itself.
- ❖ The consumer cannot insist on getting the item for the price indicated on the price tag.
- ❖ VAT must be included in the price.
- ❖ The trader is obliged to issue a receipt to the consumer, if the consumer asks for.

Tax

On most goods and services 19% value added tax - VAT (Mehrwertsteuer – MwSt.) is charged in Germany. (7% on food (not beverages), books, magazines and newspapers as well as on local public transport)

Methods of payment

The most common methods of payment in Germany 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.

Sales

Sales can take place at any time in Germany.

Opening hours

Shops' general opening hours are:

Monday – Saturday: 08:00 / 10:00 - 18:00 / 20:00

Sunday: closed

The boutiques and smaller shops in the City

Monday – Saturday: 9:00/9:30 -18:00/20:00

Sunday: closed

Banks' general opening hours are:

Monday – Friday: 09:00 / 09:30 - 17:00 / 18:00

Saturday & Sunday: closed

Some are open on Saturday in the morning from 9:00 to 12:00/12:30.

Post Offices' general opening hours are:

Monday – Friday: 08:00 / 08:30 - 18:00

Saturday: on Saturday from 9:00 to 12:00/12:30.

Sunday: closed

Deposit

There is a deposit on almost all bottles and cans excluding wine, milk, juices and spirits as well as ecologically profitable packing.

Tourist information

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

www.germany-tourism.de