

GREECE

Your rights as a consumer

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

1. In every selling of a product the trader is obliged to provide the consumer in writing with all the information about the product regarding safe use, preservation, conservation, as well as dangers during its use.

2. In every case of selling new product with long life expectancy (e.g. electrical equipment) the trader is obliged to provide the consumer with a written guarantee which should clearly state the following:

- name and address of the guarantor
- the product the guarantee is referred to
- the exact content and duration of the guarantee
- the rights provided by the existing law

The duration of the guarantee must be proportional to the possible duration of the product.

3. In a case of distributing faulty product or a product that is not complying with quality standards in the agreement, the consumer holds the right to demand from the trader the repair or the replacement (free of charge) of the product, or a reduced price, or the withdrawal from the agreement in a time period no more than two years from delivery date of the product to the consumer.

Any additional rights offered by a guarantee from a trader or other third party are supplementary to the rights as provided by legislation.

Exchange

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

Pricing

- ❖ The Greek currency is the euro.
- ❖ The price must be displayed in euros.
- ❖ The consumer can insist on getting the item for the same price as indicated on the price tag. No one can sell at a price higher than indicated.
- ❖ VAT must be included in the price.
- ❖ The trader is obliged to issue a receipt to the consumer. The consumer is advised to ask for and keep the receipt, because the local Tax Authorities perform controls and in case you are unable to demonstrate it, fines may be imposed on you.

Tax

On most non-food products and services a 19% value added tax -VAT (Foros Prostithemenis Axias – FPA) is charged in Greece. The VAT on food products is 9%. The VAT on alcoholic beverages is 19%.

Methods of payment

The most common methods of payment in Greece are cash and credit cards. When paying by credit card, consumers may have to show identity card. Take into consideration that traders are not obliged to ask for Identity Card, thus you shall be very careful, because you are the only one responsible for keeping your credit card secure; in case you lose it, inform your bank immediately. In some small restaurants or stores credit cards may not be acceptable.

The sales

The sales periods in Greece are designated each year by the Ministry of Development. In Greece there are two set sales-periods.

Winter sales: usually during January – February.

Summer sales: usually during July – August.

Opening hours

There are no general shops opening hours which apply to the whole country. The shops opening hours are designated by the Prefectures in Greece and concern each region. The shops are open either from morning to evening or may be closed during afternoon hours (Monday and Wednesday).

Shops' (including shopping malls and supermarkets) general opening hours in the largest urban areas are:

Monday, Tuesday, Wednesday, Thursday, Friday: 09:00 – 21:00

Saturday: 09:00 - 20:00

Sunday: closed

In tourist areas the opening hours may be extended.

Banks' general opening hours are:

Monday – Thursday: 08:00 - 14:30

Friday: 08:00 - 14:00

Saturday & Sunday: closed

Some central banks stay open for longer hours.

Post Offices' general opening hours are:

Monday – Friday: 07:30 - 14:00

Some central post offices stay open for longer hours (e.g. Central Post Offices in Athens and Piraeus):

Monday – Friday: 07:30 – 20:00

Saturday: 07:30 – 14:00

Sunday: 09:00 – 13:30

The Post Office in the Athens Airport is open also on Sundays (07:30 – 21:00)

Deposit

There are deposit schemes in certain municipalities for paper, bottles, cans and plastic bags (recycling bins).

Tourist information

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

www.eot.gr