

IRELAND

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Ireland. As a result of this legislation, consumers have a right to a minimum guarantee of two years on products. Within the 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 in Ireland is that after this minimum period of two years they are still protected against faulty products. Within six 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.

In Ireland it is common to see voluntary warranties offered with electrical items such as washing machines, cookers etc. The warranty is usually for 12 months. Voluntary warranties do not affect a consumer's statutory rights.

Exchange

Unless goods are faulty, a consumer does not have a legal right to an exchange. It is at the trader's discretion.

Pricing

- ❖ The Irish currency is the euro.
- ❖ A price must be displayed clearly on a product and it should be the total price (no hidden charges).
- ❖ The consumer cannot insist on getting the item for the same price as indicated on the price tag. A price tag does not oblige the trader to sell at the price marked.
- ❖ VAT must be included in the price.
- ❖ The trader is not obliged to issue a receipt to the consumer, except for taxi drivers.
- ❖ The Consumer Information Act 1978 protects consumers against false or misleading claims about goods, services and prices.

Tax

On most goods a 21% value added tax -VAT is charged in Ireland. The VAT on services is 12%. In Ireland there is no VAT on children shoes or clothing or on books.

Methods of payment

The most common methods of payment in Ireland are cash, credit and debit cards. Cheques are used to a lesser extent.

The sales

There are two general periods of sales, the winter and summer sales. The biggest sales in Ireland occur immediately after Christmas. Summer sales take place in June/July. However, these are not subjected to Regulations and retailers are free to offer sales at any time of the year.

Opening hours

Shops' general opening hours are:

Monday – Saturday: 09:30 - 18:00

Sunday: 12:00 – 18:00

Late night shopping takes place one night a week when shops stay open until 8pm. That is either on Thursdays or Fridays, depending on the city.

Banks' general opening hours are:

Monday – Friday: 10:00 - 16:00

Saturday & Sunday: closed

There is extended opening one day a week, which is usually Thursday.

Post Offices' general opening hours are:

Monday – Saturday: 09:00 - 17:00.

Smaller post offices close for lunch.

Deposit

There is no deposit on bottles and cans.

There is a tax on plastic bags of 22c.

Tourist information

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

www.discoverireland.ie.