

LATVIA

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Latvia. As a result of this legislation, consumers have a right to a minimum guarantee of six months on product. Within six months a consumer may request revocation of the contract and repayment of the amount paid for the goods if non-conformity of the goods appears or to ask for the goods to be repaired or replaced free of charge. 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.

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. A consumer shall observe special sequence when making his claim: firstly he is entitled to require the goods to be repaired or replaced free of charge and only in the case if seller can't fulfil one of these requirements a consumer is entitled to request revocation of the contract and repayment of the amount paid for the goods.

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

Exchange

A consumer has a legal right to exchange if goods are faulty. Exchange of non-faulty goods is a voluntary action by the seller.

Pricing

- ❖ The Latvian currency is the Latvian lats (abbreviated LVL).
- ❖ Regulations No. 178 adopted 8 May 1999 by Cabinet of Ministers "Procedures for Displaying Prices of Product and Services" provides that the price shall be displayed in such a way that it is unmistakable, is easily identifiable and clearly legible, and so that the consumer understands precisely to which product or service the price applies. The price shall be indicated in writing, except in cases when the consumer can find out the price in another clearly visible form. When offering products to consumers, the seller shall indicate the piece price and the specified unit price. The piece price is the price for one unit of a product, indivisible quantity or packaging of a product. The specified unit price is the price for one kilogram, litre, metre, square metre or cubic metre, or other quantity of a product unit in accordance with the requirements of these Regulations. The piece price and the specified unit price of a product shall include value added tax and all other taxes
- ❖ The consumer can insist on getting the item for the price indicated on the price tag.
- ❖ VAT shall be included in the price.
- ❖ The seller shall issue a receipt to the consumer.

Tax

On most goods and services a 18 % value added tax - VAT (Pievienotās vērtības nodoklis - PVN) is charged in Latvia.

Methods of payment

The methods of payments that are most commonly accepted cash and payment cards.

Sales

There are 'sales-periods'. Each seller may organise the sale.

Opening hours

Shops' general opening hours are:

Monday – Friday: 9:00 – 19:00

Saturday: 10:00 – 17:00

Sunday: closed

(Grocery shops in big cities are also opened on Saturdays and Sundays: 10:00 – 19:00)

Supermarkets: Monday – Friday / Saturday / Sunday: 8:00 - 20:00

Banks' general opening hours are:

Monday – Friday: 9:00 – 17:00

Saturday: closed

Post Offices' general opening hours are:

Monday – Friday: 9:00 – 18:00

Saturday: 9:00 – 16:00

The Post Office in Riga, on Brīvības boulevard 19:

Monday – Friday: 7:00 – 22:00, Saturday, Sunday: 8:00 – 20:00

Deposit

There is a deposit on bottles (0,01 – 0,05 LVL for bottle).

There is no deposit on cans and plastic bags.

Tourist information

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

www.latviatourism.lv