

LITHUANIA

Your rights as a consumer

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

In case the products sold to a consumer appear to be of poor quality, consumer **at his own choice** can demand from the seller:

1. to replace goods
2. to eliminate free of charge the defects
3. to reduce the price of goods;
4. to terminate the purchase – sale contract and reimbursement of the price paid for such goods.

Exchange

If a product is faulty a consumer can always demand an exchange. For certain products a consumer can also demand an exchange, within 14 days, even if the product is not faulty"

Pricing

- ★ The Lithuanian currency is the Litas (abbreviated LTL).
- ★ Both the sales price of the goods and standard unit price must be clearly legible and simple to understand.
- ★ The consumer can insist on getting the item for the price indicated on the price tag.
- ★ VAT must be included in the price.
- ★ The seller must issue a receipt to the consumer.

Tax

On most goods and services a 18% value added tax - VAT (Pridėtinės vertės mokestis - PVM) is charged in Lithuania.

The VAT on some products (books, newspapers, magazine, medicine, fish) is 5%.

Methods of payment

The most common methods of payment in Lithuania are cash and credit cards.

Sales

The biggest sales occur about Christmas and Easter. The sales are not regulated by law.

Opening hours

Shops' general opening hours are:

Monday – Friday: 10:00 – 19:00

Saturday: 10:00 – 15:00 / 16:00

Sunday: closed

The majority of supermarkets are open seven days per week: 7:00 / 8:00 – 22:00 / 24:00

Banks' general opening hours are:

Monday – Friday: 8:00 – 17:00 / 20:00

Some banks are open on Saturdays: 8:00 – 14:00

Post Offices' general opening hours are:

Monday – Friday: 7:00 / 9:00 – 18:00 / 20:00

Saturday: 9:00 – 16:00

Deposit

Deposit on bottles is 20 centas, but not for all bottles.

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.tourism.lt