

LUXEMBOURG

Your rights as a consumer

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

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. Only when repair or replacement is not possible, or it implies considerable trouble for the consumer, he/she can ask for the cancellation of the contract and the refund of the amount paid, or, if the defect is very small, for a price reduction.

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.

The possibility for legal action expires 24 months after the denunciation of the lack of conformity by consumer.

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

For second-hand articles, the contract can limit the duration of the guarantee, but its length of time must be 12 months at least.

Exchange

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

Pricing

- ❖ The Luxembourg currency is the euro.
- ❖ The price must be displayed in euro.
- ❖ The consumer cannot insist on getting the item for same price as indicated on the price tag.
- ❖ VAT must be included in the price when selling to consumers.
- ❖ The trader is obliged to issue a receipt to the consumer.

TAX

On most goods and services a 15% value added tax - VAT (Taxe sur la Valeur Ajoutée - TVA) is charged in Luxembourg.

Methods of payment

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

When paying by credit card, consumers do not have to show an identity card.

The sales

There are two set periods of sales in Luxembourg: the winter and summer sales.
The winter sales-period starts on 1st Saturday of January and lasts for 15 days.
The summer sales-period starts on 1st Saturday of July and lasts for 15 days.

Opening hours

Shops' general opening hours are:

Monday – Saturday: 08:00 / 09:00 - 18:00

Supermarkets are open from 08:00 / 09:00 – 20:00 / 21:00

Sunday: closed

Banks' general opening hours are:

Monday – Friday: 08:00 - 12:00 & 14:00 – 16:30 / 17:00

Saturday & Sunday: closed

Post Offices' general opening hours are:

Monday – Friday: 08:00 - 12:00 & 13:30 - 17:00

Saturday: 08:00 - 12:00 & 13:30 - 17:00 (only in Luxembourg city).

Deposit

There is usually a deposit on some glass bottles. There is no deposit on cans and there is a tax on plastic bags.

Tourist information

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

www.lcto.lu (Luxembourg City Tourist Office)