

MALTA

Your rights as a consumer

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Malta. The Consumer Affairs Act provides that, traders are obliged to deliver goods which are in conformity with the description and specifications provided in the contract of sale. When a trader provides a product lacking in conformity with the contract of sale at the time of delivery, the consumer is entitled to have the goods brought back to conformity through repair or replacement free of charge. If repair or replacement cannot be effected, the consumer is then entitled for either a reduction in the price of the goods bought, or rescission of the contract of sale. If the lack of conformity is detected within the first six months after delivery, it shall be presumed to have existed at the time of delivery, unless proved otherwise.

After this six-month period consumers are still protected against hidden defects in goods. The trader can be held liable for any lack of conformity for a period up to two years from date of delivery of goods. However, after the initial six-month period, it is then up to the consumer to prove that the lack of conformity existed at the time of delivery.

Voluntary guarantees, also known as 'commercial guarantees' given by a trader, do not restrict the statutory rights of consumers. This commercial guarantee is given on a voluntary basis by the seller to the consumer. This guarantee can in no way put the consumer at a disadvantage.

Exchange

There is no legal obligation on the seller to offer an exchange if the product is not faulty.

Pricing

- ❖ The currency in Malta is the Euro from 01 January 2008.
- ❖ Prices must be displayed clearly.
- ❖ The consumer can insist on getting the item for the price indicated on the price tag.
- ❖ VAT must be included in the price. If not all charges are included in price, it should be stated clearly on the price tag or advert.
- ❖ The seller must issue a receipt to the consumer.

Tax

On most goods and services 18% value added tax - VAT is charged in Malta.

Methods of payment

The most common methods of payment in Malta are cash, cheque, and credit card.

Sales

There are sales periods, which in Malta are not restricted by law. Shops can do it at any time of the year.

Opening hours

Shops' general opening hours are:

Monday – Sunday: 9:00 – 13:00 and 16:00 – 19:00

During the Christmas period shops are allowed to remain open until 22:00

Banks' general opening hours are:

Monday – Saturday: 8:30 – 13:00

On various days of the week, some branches opt to open in the afternoon for approximately 3 hours.

Post Offices' general opening hours are:

Monday – Saturday: 7:30 – 13:00

Deposit

There is a deposit on bottles.

There is an Eco-Tax on a wide range of consumer goods, including products such as, white goods, plastic bags and cans.

Tourist information

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

www.visitmalta.com