

YOUR RIGHTS AS A CONSUMER

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented by Portugal. As a result of this legislation, consumers have a right a minimum guarantee of two years on products. Within these two years 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. Voluntary guarantees given by a producer do not restrict the statutory rights of consumers.

EXCHANGE

Unless goods are faulty, a consumer does not have a legal right to an exchange. It is at the trader's discretion. In large shops exchange is a common practice although the consumer has to be informed beforehand of this possibility and be told the proof they will have to show when asking for an exchange, e.g. the receipt.

PRICING

- ❖ The Portuguese currency is the euro.
- ❖ Prices must be visible, legible, and written on signboards, tags or lists.
- ❖ A consumer cannot insist on getting the item for the same price as indicated on the price tag.
- ❖ All the prices are VAT (IVA in Portuguese) inclusive.
- ❖ The trader is obliged to issue a receipt to the consumer.

TAX

On most goods a 20% value added tax – VAT (Imposto sobre o Valor Acrescentado – IVA) is charged in Portugal.

In Madeira and Azores Islands the common VAT is of 13%.

The VAT on certain products like bread, books, magazines, and some medicines is 5% or 12%.

METHODS OF PAYMENT

The most common methods of payment in Portugal are cash, credit, and debit cards. When paying by credit card for relatively expensive goods, consumers may have to show identity card.

THE SALES

There are two set sale periods: Winter sales: 28/12 to 28/02 Summer sales: 15/07 to 15/09 However, it is often the case that shops reduce prices during other times of the year too.

OPENING HOURS

SHOPS' GENERAL OPENING HOURS ARE:

Mon – Fri: 09:00 – 13:00/15:00 – 19:00

Sat: 09:00/10:00 – 13:00

Shopping Centres':

Every day: 10:00 – 23:00/24:00

BANKS' GENERAL OPENING HOURS ARE:

Mon – Fri: 08:30 – 15:00

Sat & Sun: closed

POST OFFICES' OPENING HOURS ARE:

Mon – Fri: 09:00 – 18:00

Sat & Sun: closed

The post offices in the airports of Lisbon Porto and Faro are open on Saturdays too.

DEPOSIT

There is no deposit on cans and plastic bags. Generally in supermarkets there could be a deposit for some kind of bottles.

TOURIST INFORMATION:

<http://www.visitportugal.com/Cultures/en>

Telephone: 808 781 212 - Local call

E-mail: info@visitportugal.com