

## ROMANIA

### YOUR RIGHTS AS A CONSUMER

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented in the Romanian legislation. The rules apply for the sales of movable goods (cars, electronics, shoes, clothes etc.) concluded between individual consumers and professionals.

The seller is liable for any lack of conformity which becomes apparent in two years from the delivery of the goods (**legal guarantee**). Any lack of conformity which becomes apparent in the first six months is presumed to have existed at the moment of delivery. If the lack of conformity becomes apparent after this six months period, the consumer must prove it has existed at the moment of delivery.

The consumer must inform the seller about the lack of conformity in a period of two months from the moment it has become apparent.

The consumer has the right to choose between the repair and the replacement of the goods affected by the lack of conformity, unless the measure he chooses is deemed disproportionate. The consumer can also ask for the reimbursement or the reduction of the price he paid, if the conditions set out in the law are met. All the measures taken to eliminate the lack of conformity are free of charge.

The **commercial guarantee** is voluntary and cannot restrict the statutory rights of consumers.

### EXCHANGE

If the good does not present a lack of conformity, the consumer has not a legal right to exchange it or to ask for a reimbursement. Some traders allow the consumers to exchange a product, even if it is not faulty, in a limited period of time from the delivery (24-48h). In this case it would be better for the consumer to ask for a written confirmation of the seller's agreement to exchange the product, e.g. on the receipt, a flyer.

### PRICING

- ❖ The Romanian currency is the **leu (plural – lei)**.
- ❖ The price must be indicated in a readable manner and to be clearly identified. The price includes not only the VAT, but also all the eventual taxes.
- ❖ The prices can be displayed on the products or near them. For pre-packaged products there must be indicated the unit price and the selling price. For products sold in bulk the price is indicated for a unit of measure. The seller may not ask the consumer to pay a price for the goods and services other than those indicated.
- ❖ The seller is obliged to issue a receipt to the consumer.

### TAX

In Romania, for most of the goods and services, is charged a **19%** value added tax – VAT (Taxa pe Valoare Adaugata – TVA). By exception a **9%** VAT is charged for: entry fees to the museums, zoological and botanical gardens, fairs and expositions, books, newspapers and magazines, human and animal medicines.

### METHODS OF PAYMENT

The most common methods of payment in Romania are cash, debit and credit cards. The payment by credit or debit card can be limited by the card's emitter.

When paying by credit card, consumers are not obliged to show an identity card.

**SALES**

There are two periods for sales. The periods are established by the trader inside the following time limits:

- 15 January – 15 April for fall-winter goods
- 1 August – 31 October for spring-summer goods.

Any price reduction must be announced in a clearly, readable and non-equivocal manner for each product or group of identical products:

- by mentioning the new price next to the old price, which will be barred, or
- by mentioning “new price”, “old price” next to the corresponding values, or
- by mentioning the reduction percent and the new price next to the old price, which will be barred.

**OPENING HOURS**

**HYPERMARKETS' GENERAL OPENING HOURS ARE:**

Mon-Sat: 09:00 – 20:00

Sun: 09:00 – 18:00

**SHOPS' GENERAL OPENING HOURS ARE:**

Mon-Fri: 09:00 – 19:00

Sat: 09:00 – 16:00 (large shops)

09:00 – 12:00 (small shops)

Sun: closed

**BANKS' GENERAL OPENING HOURS ARE:**

Mon-Fri: 09:00 – 17:00

Sat-Sun: closed

**POST OFFICES' OPENING HOURS ARE:**

Mon-Fri: 07:30 – 18:00

Sat: 08:00 – 12:00

Sun: closed

**DEPOSIT**

There are no legal rules for deposits on bottles, but there is a deposit for some bottles.

**TOURIST INFORMATION**

[www.mturism.ro](http://www.mturism.ro)

[www.anat.ro](http://www.anat.ro)

[www.antrec.ro](http://www.antrec.ro)