

## SLOVENIA

### YOUR RIGHTS AS A CONSUMER

Directive 1999/44/EC on the sale of consumer goods and associated guarantees has been implemented in the Slovenian Consumer Protection Act. This act provides the consumers with more rights than the Directive. As a result, the consumers have a right to a minimum guarantee for any defects or no-conformity of the goods of 2 years on products and services. Within the first 6 months any lack of conformity or defect shall be presumed to have existed at the time of delivery, unless proved otherwise. Within this period the consumer is entitled to have either the goods (or services) brought back to conformity or reimbursement. The consumer is entitled to ask for a repair or replacement of the goods free of charge or for a partial (while keeping the product) or full (upon returning the product) reimbursement.

Also important for consumers is that after this period of 6 months they are still protected against faulty products. Within 2 years from delivery of the goods or performance of the services 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/performance.

Unlike EU legislation, Slovenian law provides that commercial guarantee is obligatory for certain products. Therefore, the producer must give a consumer an at least 1-year commercial guarantee for certain technological products (such as cars, audio-video machines, computers, electrical domestic appliances etc.) upon purchase. Within the guarantee period the consumer has the right to demand free repair from the producer, the authorized repair shop, the importer or the seller in case the product or its parts do not work properly. If the product is not repaired within 45 days, the consumer is entitled to demand a new one. In any case, when enforcing your commercial guarantee rights, all related costs (e.g. shipping costs) shall be borne by the producer.

### EXCHANGE

If the product you bought is **in perfect condition**, the seller is not obliged to exchange it in case you change your mind. However, many sellers offer this possibility within 8 days from the sale. In such case, you will need to present the respective invoice.

Some sellers also give additional guarantees: e.g. "if you are not fully satisfied with your product, you are entitled to return it and claim a refund". When making a claim, always refer to the general conditions of the sales contract, or inquire in-store. If the trader has mentioned anything concerning exchanges or refunds in his advertisements (either in-store or on the invoice or any on other material), they are obliged to respect this.

### PRICING

- ❖ The currency in Slovenia is the euro.
- ❖ Prices have to be evident, easily recognisable, legible and visible to the consumer. They can be in the form of price tag (either on the product or on the shelf) or price list and have to also indicate clearly costs per unit. Value added tax (VAT) and all other costs have to be included in the price.
- ❖ The seller must issue a receipt to the consumer.

## TAX

On most goods and services 20% value added tax – VAT (Davek na dodano vrednost – DDV) is charged in Slovenia. On certain goods (especially for cultural and food products) the VAT is 8,5 %.

## METHODS OF PAYMENT

The most common method of payment in Slovenia are cash, debit and credit cards. Most stores accept credit cards (AMERICAN EXPRESS, DINERS, MASTER CARD - EUROCARD, and VISA) and Maestro debit cards. All ATM machines accept Maestro debit cards. You do not need to show your ID when paying with your credit card.

## SEASON SALES FOR CLOTHING AND FOOTWEAR (“RAZPRODAJA”)

The dates of sales periods are for winter sales – on the first working Monday in January; summer sales – on the second working Monday in July. Season sales can last no longer than 2 weeks.

During sales the consumer has the same rights as usually concerning defects and non-conformance.

In the shop, the distinction between reduced and non-reduced items must be made clearly visible to the consumer.

In any case, always be careful when buying goods in sales and inspect them thoroughly!

## OPENING TIMES

### Shopping centres:

Monday – Friday	09:00 – 21:00
Saturday	08:00 – 20:00/21.00
Sunday	09:00 – 15:00

Closed on holidays.

### Other stores:

Monday – Friday	08:00 – 19:00
Saturday	08:00 – 13:00
Sundays and holidays	closed

In larger towns there are certain gas stations with 24/7 (opened non-stop) shops. Food (hot-dogs, burgers, etc.) can also be bought at certain 24/7 (opened non-stop) take-aways.

### Banks:

Monday - Friday	08:00 – 12:30; 14:00 – 17:00/18:00
Saturdays and Sundays	closed

**Post offices:**

Monday - Friday	08:00 – 18:00/19:00
Saturdays	08:00 – 12:00/13:00 (units in bigger towns or touristic destinations)
Sundays and holidays	Closed

**TOURIST INFORMATION**

<http://www.slovenia.info/>