

SPAIN

Your rights as a consumer

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

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.

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.

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

Exchange

Consumers have the right to choose between a replacement or repair, when the product is not in accordance with the contract, unless one of the above options turns out to be impossible or disproportionate in terms of cost.

Pricing

- ❖ The Spanish currency is the euro.
- ❖ The price will have to be unambiguous, and clearly legible and visible.
- ❖ For security reasons, jewellers, furriers and establishments that sell very expensive products are not obliged to exhibit prices.
- ❖ The consumer can insist on getting the item for the price indicated on the price tag. Unless otherwise specified, it is understood that the exhibited price already includes VAT.
- ❖ The trader must issue a receipt to the consumer and for that reason the consumer should always ask for the receipt. The receipt is the only document that allows the consumer to prove he has acquired the article and, in the event of non-conformity, to pursue a claim.

Tax

On most goods and services a 16% value added tax -VAT (Impuesto sobre el valor añadido - IVA) is charged in Spain.

The VAT on foodstuffs (excluding alcoholic beverages) and services is 7%.

The VAT on certain basic foodstuffs (bread, milk, cheese, eggs, fruits, and vegetables) and other products like books, newspapers and magazines, and also medicines, is 4%.

Methods of payment

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

When paying by credit or debit card, consumers may have to show identity card.

Sales

There are two sales periods, winter and summer.

Winter sales take place mainly between January and March.

Summer sales take place mainly between July and August.

Dates and duration vary depending on each autonomous community.

Opening hours

Shops' general opening hours are:

Monday – Saturday: 09:30 – 13:30 & 17:00 - 20:30

Department stores and shopping malls open without interruption from 10:00 – 22:00.

Sunday: closed

Banks' general opening hours are:

Monday – Friday: 08:30 - 14:00

Saturday & Sunday: closed

In some autonomous communities there are branches that open also in the afternoons and on Saturday mornings except the period from April to September.

Post Offices' general opening hours are:

Monday – Saturday: 08:30 - 14:30.

In big cities post offices open without interruption from 08.30 to 20:30.

Sunday: closed

Deposit

There is no deposit on bottles and cans.

Generally there is no deposit on plastic bags, although some supermarkets charge a small amount of money for plastic bags.

Tourist information

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

www.tourspain.es

