

SWEDEN

Your rights as a consumer

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

As a result of this legislation, consumers have the right to a minimum legal guarantee of two years for products in all EU countries. In Sweden there is a legal guarantee of three years for contracts signed after 01.04.2005. Within the first 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 three 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

A consumer does not have a legal right to an exchange. It is at the trader's discretion. The consumer should ask for "öppet köp" -purchase on approval- in order to reserve the possibility of returning the goods. The consumer could also ask for a right to exchange the product, "bytes rätt".

Pricing

- ❖ The Swedish currency is the krona (SEK).
- ❖ The price should be stated directly to consumers, for example in windows, shops, and in direct mail.
- ❖ A price tag is not a legally binding offer according to contract law.
- ❖ All prices given to consumers must include VAT.
- ❖ The trader is obliged to issue a receipt to the consumer.

Tax

On most goods and services a 25% value added tax -VAT (mervärdeskatt – moms) is charged in Sweden.

The VAT on tourist services and food products is 12%.

The VAT on books and publications, air and rail travel is 6 %.

Methods of payment

The most common methods of payment in Sweden are cash, credit, and debit cards. When paying by credit card, consumers must show identity card.

Sales

There are no regular sales-periods in Sweden.

Opening hours

Shops' general opening hours are:

Monday – Friday: 10:00 - 18:00

Saturday: 10:00 - 14:00

Sunday: closed

Some shops are open longer hours and on Sundays.

Banks' general opening hours are:

Monday – Friday: 10:00 - 15:00

Thursday: 10:00 - 18:00 (not all)

Saturday & Sunday: closed

Post Offices' general opening hours are:

Monday – Friday: 10:00 - 18:00.

Saturday & Sunday: closed

Deposit

There is a deposit on most bottles.

There is a deposit on cans.

There is no deposit or tax on plastic bags.

Tourist information

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

www.visitsweden.com