

Country	Does your country have any legislation or rules that gives consumer a right to return unfaulty products they have bought at the store?	If no, does stores in general offer consumer a right to return unfaulty products and if so what are the terms?	Is it common that stores allows consumers to return an unfaulty product ?
Austria	No	Returning unfaulty goods by a store is good will or coulance. It should be noticed on the receipt at the time of buying.	Depends on the sector. Clothes often can be returned (depends on the store).
Belgium	No	In general not. Only big chains permit this: mostly you get a voucher, sometimes you get your money back.	no
Bulgaria	No	There are stores that offer that policy but only few. This is done as best practices. Many shops would exchange the product even if it is not faulty, but only few would offer refund. This is not an official policy and is done ad hock.	
Croatia	No legislation	<p>However, similarly to the situation in Iceland, many traders accept the return of unfaulty products within a certain time-frame, or give the consumer the possibility to replace the product with some other product of a similar price range. It is, of course, necessary to have the receipt of the product as evidence of purchase. Time-frames in which such return/replacement is allowed depend of the trader's „goodwill“ – some have shorter time-frames (7 days) and some even give the consumer a 30-day deadline to return unfaulty product. However, shorter time-frames are much more common. Generally, traders will not accept the return of faulty products if the product is „second hand“ or if it's on sale. However, lately, many traders even accept the return of the unfaulty products bought on sale (probably due to recession, traders try to keep the customers with every means possible).</p> <p>Finally, it is necessary to emphasize that not all products are equally accepted – e.g. from our experience, traders often accept the return of unfaulty clothes, footwear or accessories, however, when it comes to technical equipment or furniture, traders are not so inclined as to provide the possibility of return of such products (when unfaulty).</p>	
Cyprus	No specific legislation/rule that provides consumers a right to	In Cyprus, only large stores usually accept a return of the product in exchange for a store credit/voucher or for another product. The store credit	Only large stores usually allow consumers to return an unfaulty

	return unfaulty products they have bought at a store. This mainly depends on the price policy of each store.	is for a certain amount of time, i.e. 15 to 30 days, depending on the store's policy.	product. But this is not a very common practice in Cyprus.
Czech Republic	There is no special legislation. It depends on stores whether they decide to enable return or exchange of the product within their store policy. If the stores decide to provide these services, they have to respect their terms.	Some stores, mainly large chains, offer a right to return, but it used to be a correlative of authentic and undamaged package, moreover in case of clothing - stores require a return of the goods with original tags. If the consumer would like to withdraw from the contract, usually the stores offer to consumer a voucher, a different size, a different colour etc. Money-back guarantee is really rare and it is connected with many other conditions (see above).	Generally - NO. In case of clothing or shoes consumers are usually informed via notices in fitting rooms or personally by shop assistant.
Denmark	No rule. Depends on the store policy.	large stores and chains will normally offer a right to return. Normally they will give a refund if C returns the product with 14 or 30 days. Alternatively C will get a gift certificate.	A lot of stores will allow consumers to return unfaulty products.
Estonia	No Legislation	Some traders, because of holding good customer relations, are willing to change the items. By "change item", the consumer can have whether same item but in another size, or receive another product from the shop. Traders give rarely money back. Some traders promote or advertise the return policy by specifying the time frame, from other traders consumer has to ask that possibility themselves. The goods, that traders mostly accept are cloths and shoes	
Finland	No	Most department stores give the consumer the right to exchange, or even to return the product within a certain time limit (usually 14 days). Quite often the stores request, that the consumer has kept the receipt of the purchase.	Yes, it is very common among department stores.
France	no, there is no cooling-off right for purchases in stores, unless the seller offers one as commercial gesture.	some major brands do offer such a possibility, for example for clothes, electronic goods etc. and the consumer may have 14 days up to a month to return the item	
Germany	No	in German law there is not legal base for consumers to withdraw from a contract of sale in case of purchases in a store. Nevertheless as a gesture of goodwill some stores offer consumers to return the product against reimbursement of the purchase price. The deadline depends on the shop.	
Greece	No legislation	Almost all stores offer the consumer, for a certain amount of time after the	Almost all stores

		purchase, to return the product in exchange for a store credit or another product. Those store credits are however often limited for a certain amount of time and in most cases they cannot be used for products that are on sale, or on special offer. Also a handful of stores offer to return the price paid for the unfaulty products.	
Hungary	No. In Hungary the consumers have no legal possibility to return unfaulty product.	Although the traders are not obliged to deal with unfaulty product, many stores (mostly clothing shops) offer this possibility. In this case the stores have right to define the conditions of return (e.g. the unwashed, unworn product may be returned within 30 days from the purchase against original receipt). Mostly the receipts contain the relevant info on return policy or its main elements are placed at the cash desk.	It is increasingly common that the traders allows consumers to return an unfaulty product.
Iceland	NO	This depends on each store and they set their own terms - usually it is within 14-30 days that you must return the item, you need to show proof of purchase and mostly you don't get a refund but a voucher at the store.	Some clothes stores and some furniture stores. Varies greatly as there is no law concerning this.
Ireland	No	There is no legislation in Ireland allowing consumers to return 'unfaulty' goods when bought at the traders premises. Many stores however do have their own returns policies but they will vary from store to store and would be down to their individual terms and conditions.	
Latvia	No	It is a free will of the store or it depends on the general terms and conditions of the store if consumer can return non-faulty goods. The terms of return are quite different- it could be from 3- 30 days, but in each case this should be checked with certain store	
Lithuania	There is legislation in Lithuania that gives consumers a possibility to return unfaulty goods that were bought on the premises within 14 days period, but the purchase should be not used. There is a list of products that the trader is not obliged to accept and refund (there are 26 product groups).		
Luxembourg	No legislation or rules that provide a consumer right to return unfaulty products	However, the storekeeper keeps the right to refuse, or to accept return of unfaulty product during a certain period of time. As it is the own decision from each storekeeper, when it is accepted, the return of products can be	Commonly, the acceptance of return unfaulty product and the delay to exchange it will depend on

	bought at the store. According to the civil code, we might even say that a consumer is legally binding by a contract and he could not reversed it	<p>subjected to conditions. At this point we can say that a trader can refuse to refund or exchange the product and issue a voucher. As this kind of voucher only depends on goodwill gesture of the trader, the delay to use it and buy another good can be limited in a more or less long period of time.</p> <p>Lately, similarly to some others countries, we can observe many traders accept to refund the consumer or accept the return of unfaulty products bought on sale.</p>	the kind of product. It seems that traders easily accept the return of unfaulty clothes or footwear but do not accept so easily the return of technical equipment or furniture
Malta	No legislation	Only at the trader´s discretion to change or reimburse the consumer	
Netherlands	No	<p>In the Netherlands you have a lot of stores (often the bigger ones) that offer the possibility to return items even if they are not defect / faulty.</p> <p>Consumers can change the item, get their money back or sometimes they get a voucher / credit to buy another product. The possibility to return a item that is not faulty is something that is decided by the trader and therefore is not regulated and no rules apply apart from the terms imposed by the trader himself.</p>	
Norway	No	<p>When you buy a product on the premises in Norway you don't have any right to withdrawal.</p> <p>If you show up at the store later with the receipt and want to return the item you will not get the money back. But you will be able to change the item into another product or to get a store credit.</p> <p>This will be a option for the customer within 30 days after he bought the item.</p>	<p>Most of the Norwegian stores therefore operate with a 30 days return policy.</p> <p>This is not established in the legislation.</p>
Poland	No	<p>Similarly to the situation in Iceland, some traders accept the return of unfaulty products within a certain time-frame. They can also give the consumer the possibility to replace the product with some other product of a similar price range. Mostly it is necessary to have the receipt of the product as evidence of purchase. Time-frames in which such return or replacement are allowed depend of the trader's goodwill – some of them have shorter time-frames (7 days) and some even give the consumer a 90-day deadline to return unfaulty product. Shorter time-frames are much more common. When the product is second-hand or if it comes from sale, traders does not want to accept the return of unfaulty products. Those rules come from every single trader. There is no provisions nor self-regulation in this area in Poland.</p>	
Portugal	No	Such right is not provided on the Portuguese law, but big chains and some	Big chains and big stores usually

		stores have a policy of return as a commercial gesture.	allow it.
Romania	No	Some traders give this possibility. Usually, consumers have a period up to 48 hours to claim the return and will be given possibility to buy another product, rarely the money back.	It depends, but usually clothing and footwear stores permit it.
Slovakia	No	Bigger chains offer the possibility to return the product. Mostly you can buy something instead of the returned product, you get a voucher or in few chains you can get the money back.	No, however the situation changes within the rising competition to attract the consumer.
Slovenia	No	It depends on the nature of a good and on the policy of the store. And, further, there are those, which offer only an exchange or a voucher and those, which will also return the money. Usually, there are time limits. On sales, this possibilities may be limited.	Bigger stores, yes. But returning the money - very rarely.
Spain	No	Generally, not. But big chains (as Zara, Mango, etc) permit the consumer to exchange the product or to get the money back (with a time limit of 1 month). Also big stores and shopping centres permit it. The product has to be return in the same condition it was bought.	Yes. The biggest ones return the money, the others generally only offer an exchange for another product.
Sweden	No legislation that gives the consumer a right to return unfaulty products bought in a store. The stores can decide if they offer the possibility to return or exchange a product.	Some stores offer the possibility to return a product or exchange it. The time limit is usually between 7-30 days after the purchase, and often does not consider products that are on sale. The product can be returned or exchanged only if it is in same condition as when purchased.	Many stores offer the possibility to return or exchange the unfaulty products, such as clothes.
United kingdom	No	In the UK there is no legislation that permits a consumer to return goods that have no fault when bought at the traders premises. Many stores do have their own returns policies but they will vary from store to store and would be down to their individual terms and conditions.	