



Flash Eurobarometer 397

CONSUMER ATTITUDES TOWARDS CROSS-BORDER TRADE AND CONSUMER PROTECTION

REPORT

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This survey has been requested by the European Commission, Directorate-General for Health and Consumers and co-ordinated by the Directorate-General for Communication.

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

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Flash Eurobarometer 397

**Consumer attitudes towards
cross-border trade and consumer protection**

Conducted by TNS Political & Social at the request of
the European Commission, Directorate-General for
Health and Consumers

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM “Strategy, Corporate Communication Actions
and Eurobarometer” Unit)

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INTRODUCTION

This report presents the results of the Flash Eurobarometer survey on “Consumer attitudes towards cross-border trade and consumer protection”, carried out in April 2014. The survey is part of a series of related surveys that have been conducted since 2006 by the European Commission, DG SANCO: Special Eurobarometer 252 (2006), Special Eurobarometer 298 (2008), Flash Eurobarometer 282 (2009), Flash Eurobarometer 299 (2010), Flash Eurobarometer 332 (2011) and Flash Eurobarometer 358 (2012)¹.

Consumer rights and protection have always been a key pillar of the EU, enshrined in the Charter of Fundamental Rights, and cascaded through policies in a range of areas from food safety standards to data protection legislation². Consumer protection is also an essential part of strategic and forward planning. This is further evidenced by the 2012 Consumer Agenda³ set by the Commission, which points to key areas for improvement that will impact both retailers and consumers, including:

- Improving the regulatory framework on product and service safety
- Improving the knowledge of consumers and retailers about the rights of consumers
- Effective enforcement of consumer laws, and providing efficient dispute resolution mechanisms

To help realise these goals, a new Directive on Consumer Rights came into force in June 2014, which provides for stronger rights and protection for consumers shopping online, particularly in relation to cooling-off periods, refund rights, eliminating hidden fees and charges and increasing price transparency⁴.

The Commission regularly gathers evidence by monitoring markets and national consumer conditions, conducting in-depth market studies and researching consumer behaviour, most notably with the yearly publication of the flagship Consumer Scoreboards⁵. The present survey is designed to enhance the general knowledge base these Scoreboards provide by investigating the perceptions and experiences of consumers in a range of areas, including:

- Domestic and cross-border commerce, particularly online
- Consumer confidence in online shopping
- Perceptions of consumer protection and understanding of consumer rights
- Problems experienced, including experience of dispute resolution bodies
- Exposure to unfair commercial practices
- Perceptions of the product safety environment
- Environmental claims and the influence of environmental concerns on purchasing

¹ All reports can be found at http://ec.europa.eu/consumers/consumer_evidence/consumer_scoreboards/survey_consumers_retailers/index_en.htm

² http://ec.europa.eu/justice/consumer-marketing/index_en.htm

³ http://ec.europa.eu/consumers/strategy/docs/consumer_agenda_2012_en.pdf

⁴ http://ec.europa.eu/justice/consumer-marketing/rights-contracts/directive/index_en.htm and http://europa.eu/rapid/press-release_MEMO-11-450_en.htm?locale=en

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union and in Iceland and Norway between 14 and 16 April 2014. Some 28,091 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, DG for Health and Consumers. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (“Strategy, Corporate Communication Actions and Eurobarometer” Unit)⁶. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals⁷.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LT	Lithuania
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
HR	Croatia	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
CY	Republic of Cyprus*	SE	Sweden
LV	Latvia	UK	The United Kingdom
IS	Iceland		
NO	Norway	EU28	European Union – 28 Member States
		EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK, LV
		NON-EURO AREA	BG, CZ, DK, LT, HU, PL, RO, SE, UK, HR

* Cyprus as a whole is one of the 28 European Union Member States. However, the ‘acquis communautaire’ has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the ‘CY’ category and in the EU28 average.

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

⁵ http://ec.europa.eu/consumers/consumer_evidence/consumer_scoreboards/index_en.htm

⁶ http://ec.europa.eu/public_opinion/index_en.htm

⁷ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

KEY FINDINGS

Domestic and cross-border shopping

- Almost two-thirds of those who use the Internet for private purposes have purchased online in the last 12 months (65%). There is a wide variation at country level: from 84% in the UK to 38% in Portugal.
 - 58% have purchased domestically, 19% from another EU country and 11% from a non-EU country.
- The proportion of all consumers who have shopped online in the past 12 months has increased 27 percentage points since 2006.
- Countries with higher Internet penetration tend to have more widespread online shopping.
- Domestic online purchasing amongst all consumers has increased 25 percentage points since 2006, purchasing from other EU countries is up by 10 points, while purchasing from retailers or providers outside the EU has increased 6 points.
- 12% of consumers have purchased from a retailer or service provider in another EU country using a channel other than the Internet.
- Consumers are more confident in making domestic online purchases (61%) than they are in purchasing online from other EU countries (38%).

Feeling protected

- 71% of consumers are confident that retailers and service providers respect their rights as consumers – the highest level since surveying began in 2006.
- The majority of consumers trust non-governmental consumer organisations to protect their rights as a consumer (62%). However, this is a decline of 12 points since 2012 and represents the lowest level of trust since surveying began in 2006.
- At least six out of ten consumers agree that they trust public authorities to protect their rights as a consumer (61%).

Knowledge of consumer legislation

- Slightly more than half of all consumers know there is a cooling-off period for items purchased by distance channels (56%).
- Just over four out of ten consumers correctly say they have the right to a free repair or replacement if an electronic product they purchased 18 months ago breaks down through no fault of their own (41%). However, 25% say that their rights depend on the product, while 31% say they do not have the right to a free repair or replacement.

- Only around one third of consumers know that they are not obliged to pay for or return unsolicited DVDs that are sent to them with an invoice (32%). Most (63%) think that they don't have to pay for the DVDs as long as they return them, while 2% think they are obliged to pay for the DVDs.
- Overall knowledge about consumer rights is low: 9% of respondents correctly answered all three scenarios about consumer rights, while 32% gave two correct answers and 39% one correct answer. Just over one in five (21%) were unable to correctly answer any consumer rights scenarios.

Problems and complaints

- Around one in five consumers have experienced a problem buying or using goods or services that they felt was legitimate cause for complaint (22%).
- Amongst consumers who had cause for complaint, 76% took action to solve their problem, while 24% did nothing. Respondents are now less likely to say they took action to solve the problem than they were in 2012 (-7 points).
 - Amongst those consumers who took action, most (83%) complained directly to the retailer or service provider, 18% complained to the manufacturer, 8% complained to a public authority, 7% to an out-of-court dispute resolution body and 3% took the business concerned to court.
 - Those who complained to an out-of-court dispute resolution body are the most likely to say they were satisfied with the way their complaint was dealt with (68%), followed by those who complained to a retailer or service provider (60%), manufacturer or public authority (both 59%). Respondents who took their complaint to court are the least likely to be satisfied (44%).
- Four in ten consumers with a legitimate cause for complaint who did not take any action say this was because they were unlikely to get a satisfactory solution to the problem they encountered (40%), while 38% thought it would take too long and 34% said the sums involved were too small.
- Almost four in ten consumers who have shopped online have experienced products being delivered later than promised (39%). More than one in five received either a damaged product or a different product to the one ordered (22%), while 11% say their products were not delivered at all.
- One in ten consumers who purchased online from another EU country said the retailer or provider refused to deliver to their country (10%), while 8% were redirected to a website in their country where the prices were different and 5% said the retailer or provider did not accept payment from their country.

Unfair commercial practices and dispute resolution

- More than one in ten consumers have had to pay unanticipated extra charges (13%) or have encountered unfair contract terms (15%) when shopping in the last 12 months.
- In terms of unfair commercial practices, consumers are most likely to say they have felt pressured by persistent sales calls or messages urging them to buy something or sign a contract (42%). 30% have come across advertisements saying a product was available for a limited time but then later realised this was not the case, 26% say they have been offered a product for free that actually entailed charges, while 23% have been informed they won a lottery they did not know about, but were asked to pay some money in order to collect the prize, or have come across other unfair commercial practices.
- Consumers are more likely to think it is easy to settle disputes through an out-of-court body (46%) than with the courts (36%).

Perception of the safety of non-food products

- Most consumers think that a small number of non-food products on the market in their country are unsafe (55%), while 25% think that there are a significant number of unsafe products on the market. Only 14% think that essentially all of these products are safe.
- Since 2008 there has been a shift towards the view that at least some non-food products are unsafe, with a 3 percentage point decline in those thinking essentially all of these products are safe, a 7 point increase in those who think a small number are unsafe, and a 7 point increase in the proportion who think a significant number of non-food products are unsafe.

Environmental claims and the impact on purchasing decisions

- Just over half of all consumers agree that, in their country, most environmental claims made about goods or services are reliable (54%).
- More than half of all consumers say the environmental impact influenced their choice of products or services in the last week (55%).
 - 17% say all or most of their purchases were influenced, 29% say some were influenced and 9% say only one or two purchases were influenced.
- Respondents are much more likely to say their purchase choices are influenced by environmental impact than they were in 2012 (+14 percentage points). This is a continuation of the trend in the increasing influence of environmental impact on purchasing decisions since 2011.

I. DOMESTIC AND CROSS-BORDER SHOPPING

This first section of the report will review the prevalence of both domestic and cross-border online shopping.

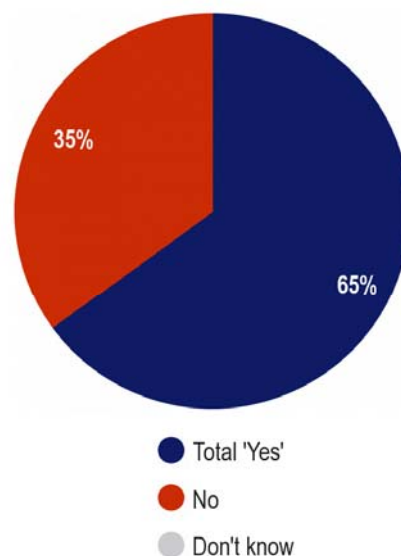
1.1. Overall level of online purchases

- Almost two-thirds of those who use the Internet for private purposes have purchased online in the last 12 months -

Respondents who use the Internet for private purposes⁸ were asked if they had bought any goods or services online in the last 12 months. Overall, 65% say they have. Just over one third of those who use the Internet for private purposes say they have not purchased via the Internet in the last 12 months (35%).

Purchases made via the Internet in the past 12 months by those using the Internet for private purposes

Q1. In the past 12 months, have you purchased any goods or services via the Internet?



 EU28

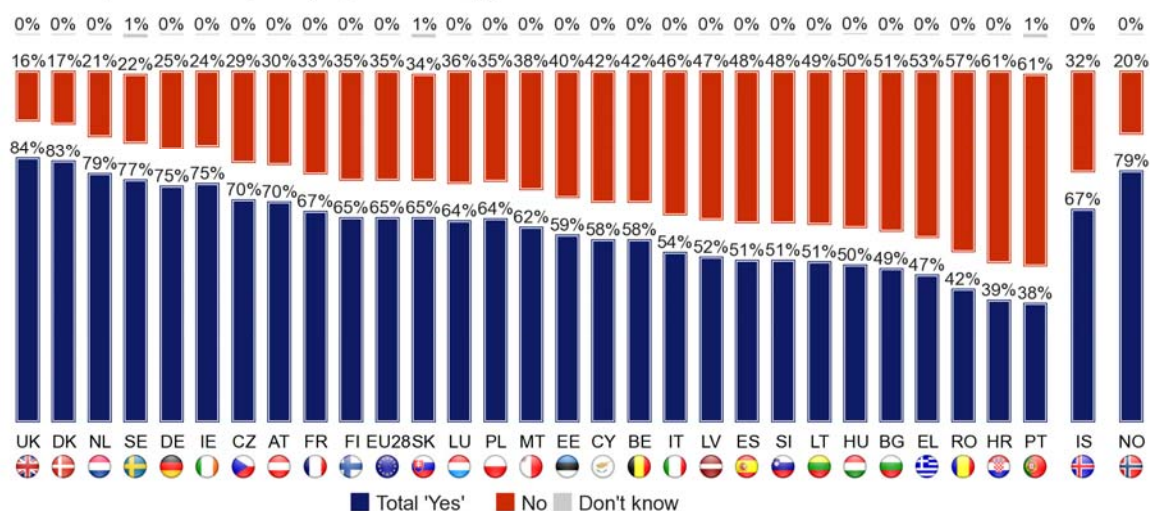
Base: respondents who use the Internet for private reasons (n=21.926)

⁸ The base size is n=21.926 respondents or 82% of the total sample.

Consumers in the UK (84%), Denmark (83%), the Netherlands (79%) and Sweden (77%) are the most likely to have purchased online in the last 12 months. In contrast, only 38% of those in Portugal, 39% in Croatia and 42% in Romania have purchased via the Internet. This is considerably lower than the EU average of 65%. Norway (79%) and Iceland (67%) have a higher percentage of respondents who have purchased goods or services via the Internet than the EU average.

Purchases made via the Internet in the past 12 months by those using the Internet for private purposes

Q1. In the past 12 months, have you purchased any goods or services via the Internet?



Base: respondents who use the Internet for private reasons (n=21.926)

Purchasing via the Internet is influenced by a range of socio-demographic variables:

- 25-39 year-olds are the most likely to have purchased online (76%), followed by 18-24 year-olds (68%), 40-54 year-olds (65%) and those aged 55+ (52%).
- The longer a respondent remained in education, the more likely they are to have purchased online in the last 12 months: 44% of those with the lowest education levels have done so, compared to 72% of those who remained in education until age 20 or older.
- Employees (75%) and the self-employed (72%) are more likely to have purchased online than manual workers (61%) and those who are not working (54%).
- The more often a respondent uses the Internet for private purposes, the more likely they are to have purchased online: 73% of daily users have bought online in the last 12 months compared to 43% of those that use the Internet weekly, 39% who use it monthly and 25% of those who use the Internet less often.

- Respondents that comfortably use two or more languages for personal interests are more likely to have purchased online (69%-78% vs. 58% of those using one language)⁹.
- Respondents who say their household financial situation is difficult are less likely to have purchased online than those who say their situation is easy (56% vs. 75%)¹⁰.
- The better consumers' numerical skills, the more likely they are to have purchased online¹¹: 72% of those who answered both shopping calculations correctly have purchased online, compared to 48% of those who were unable to answer either problem correctly.
- Not surprisingly, respondents who feel confident purchasing via the Internet locally are more likely to purchase goods or services online than those who lack confidence (80% vs. 33%).

⁹ Respondents were asked the following question to assess their capacity to use different languages: Q18. Which languages can you use comfortably for personal interests such as shopping, searching the web or other uses? This question is used quite often in this report for cross-analysis purposes.

¹⁰ Respondents were asked the following question: Q19. Thinking about your household's financial situation, would you say that making ends meet every month is ...? Very difficult, fairly difficult, fairly easy or very easy.

¹¹ Two questions were asked to assess respondents' numerical skills:
Q20.1. Suppose that the exact same product is on sale in shop A and shop B. I will read you two statements about offers from shop A and shop B. In each case, please tell me which shop is cheaper. Shop A offers a TV set for 440 euro. Shop B offers the exact same type of TV set at 500 euro, but with a discount of 10%.
Q20.2. Suppose that the exact same product is on sale in shop A and shop B. I will read you two statements about offers from shop A and shop B. In each case, please tell me which shop is cheaper. Shop A offers a TV set for 890 euro. Shop B offers the exact same type of TV set at 940 euro, but with a reduction of 60 euro.

Q1 In the past 12 months, have you purchased any goods or services via the Internet?

	Total 'Yes'	No	Don't know
EU28	65%	35%	0%
 Age			
15-24	68%	32%	0%
25-39	76%	24%	0%
40-54	65%	35%	0%
55 +	52%	48%	0%
 Education (End of)			
15-	44%	55%	0%
16-19	60%	40%	0%
20+	72%	28%	0%
Still studying	70%	30%	0%
 Respondent occupation scale			
Self-employed	72%	28%	0%
Employee	75%	24%	0%
Manual workers	61%	39%	0%
Not working	54%	45%	0%
Use of Internet for private purposes			
Daily	73%	27%	0%
Weekly	43%	57%	0%
Monthly	39%	60%	1%
Less often	25%	74%	0%
Language(s) used comfortably for personal interests			
Country's language only	58%	41%	0%
2 languages	70%	30%	0%
3 languages	69%	31%	0%
4 languages and more	78%	22%	0%
Household's financial situation			
Total 'Difficult'	56%	44%	0%
Total 'Easy'	75%	25%	0%
Consumer numerical skills			
2 correct responses	72%	28%	0%
1 correct response	58%	41%	0%
0 correct responses	48%	52%	0%
Feels confident purchasing via Internet locally			
Total 'Agree'	80%	19%	0%
Total 'Disagree'	33%	67%	0%
Feels confident purchasing via Internet in EU			
Total 'Agree'	81%	18%	0%
Total 'Disagree'	54%	46%	0%

Base: respondents who use the Internet for private reasons (n=21.926)

Analysis on the full sample

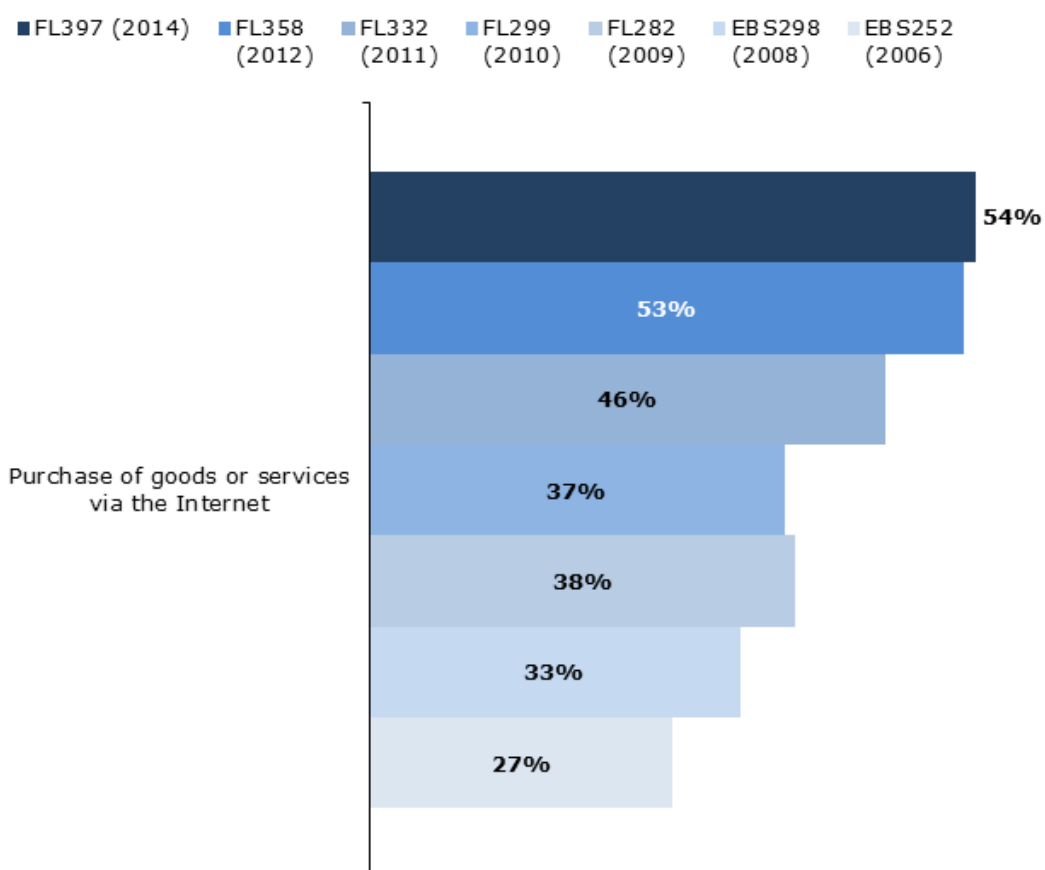
In order to provide a broader overview of Internet purchasing in the general population, this question was also recalculated using the whole sample as a base. This recalculation also allows comparisons with previous waves of the survey, where the results from this question were reported based on all respondents. The results for this reanalysis are presented below.

- Just over half of all Europeans have made an online purchase in the past 12 months -

A small majority of European consumers have made a purchase online in the last twelve months (54%)¹². Online shopping has been growing since 2006, although the rate of growth has slowed between 2012 and the current survey (+1 percentage point). Overall, however, twice as many European consumers have purchased online compared to 2006.

Purchases made via the Internet in the past 12 months

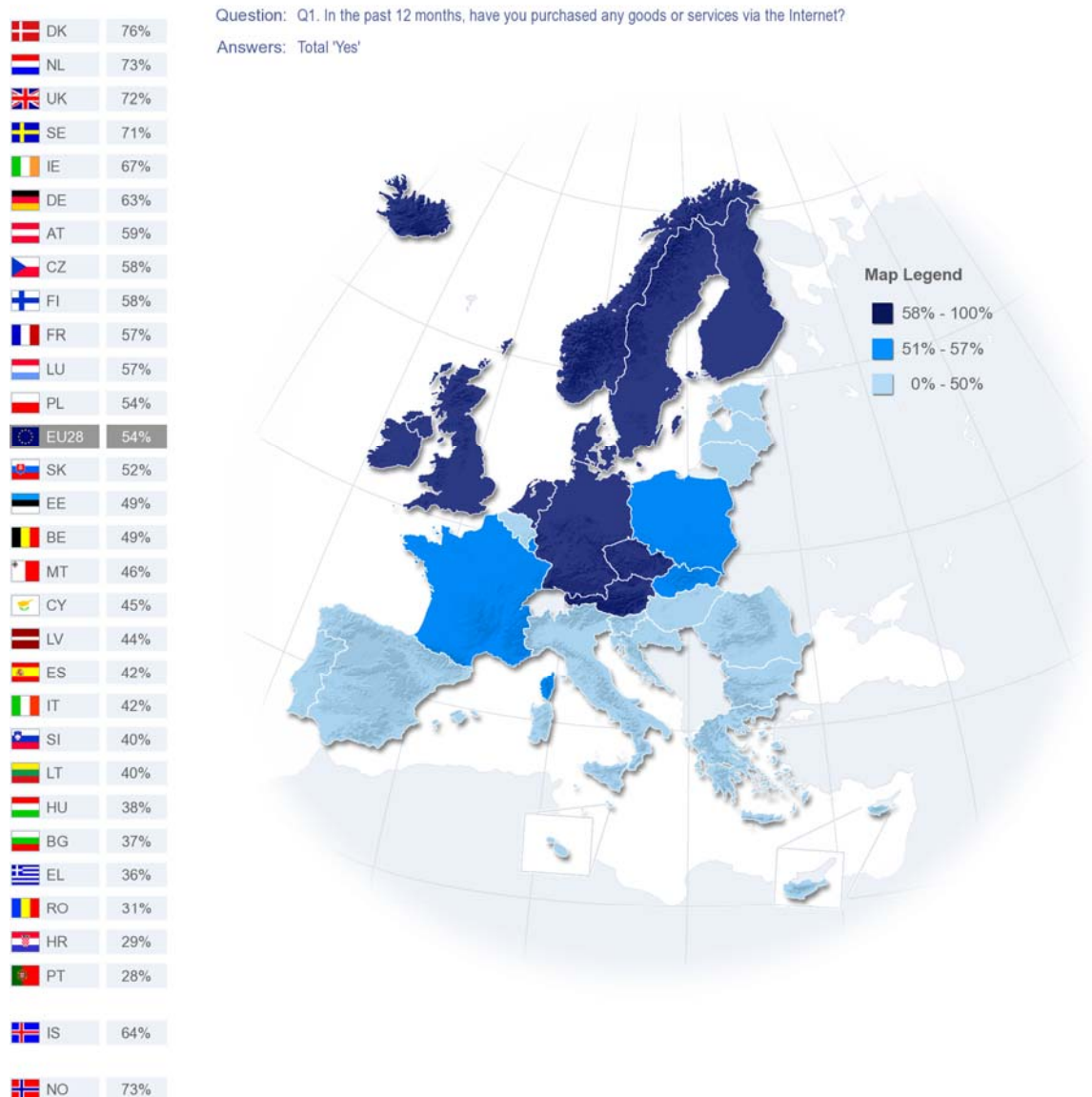
Q1T. In the past 12 months, have you purchased any goods or services via the Internet?



Base: all respondents (n=26.590)

More than half of all consumers in 13 Member States have purchased online in the last 12 months, and this is particularly the case in Denmark (76%), the Netherlands (73%), the UK (72%) and Sweden (71%). As the map illustrates, the highest proportions of online shoppers are found in Northern and Central areas of the EU.

Purchases made via the Internet in the past 12 months



Base: all respondents (n=26.590)

¹² In order to provide trend information, the results for this question were recalculated using all respondents, not just those who use the Internet for private purposes.

As has been the case for previous surveys and, as can be expected, there still appears to be a strong link between online shopping and household Internet penetration¹³: countries with more widespread online shopping tend to have higher Internet penetration. This is certainly the case for Denmark (online purchases 76%, household Internet access 88%), the Netherlands (online purchases 73%, household Internet access 93%), the UK (online purchases 72%, household Internet access 76%) and Sweden (online purchases 71%, household Internet access 91%).

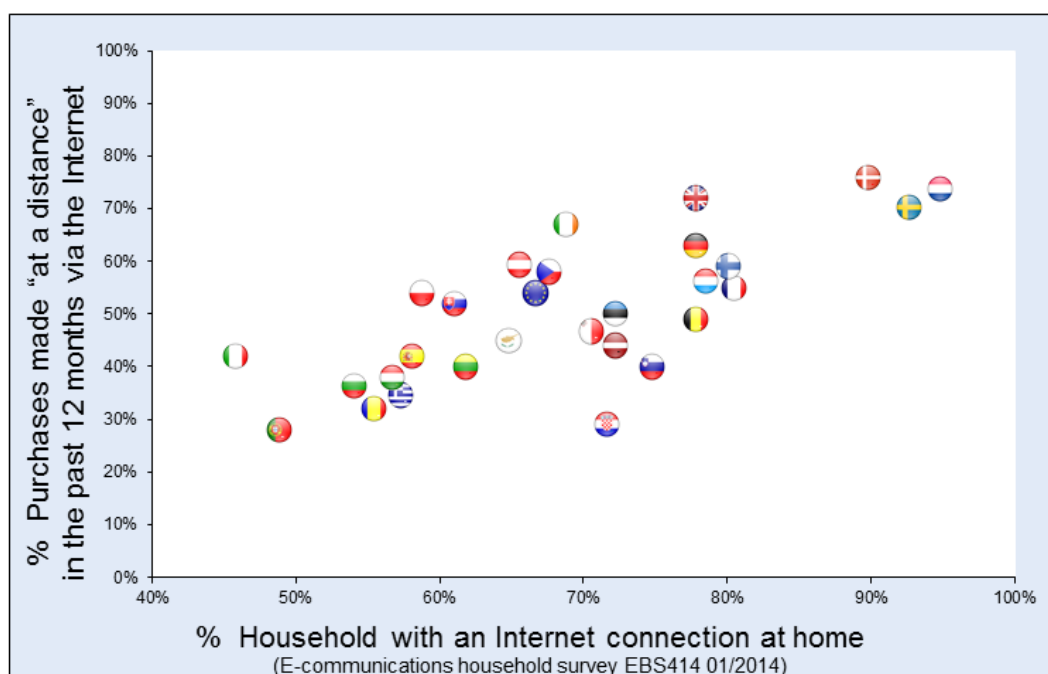
Countries with the lowest levels of online purchasing also tend to have lower levels of household Internet penetration: Portugal (online purchases 28%, household Internet access 47%), Romania (online purchases 31%, household Internet access 54%), Greece (online purchases 36%, household Internet access 55%) and Bulgaria (online purchases 37%, household Internet access 53%).

There are, however, some exceptions to this general trend: in Croatia, online purchasing is less developed (29%), although household Internet penetration is above average (70%). The same applies in Slovenia (online purchasing 40%, household Internet penetration 73%).

The chart below clearly shows the positive correlation between household Internet access and online purchasing.

Purchases made via the Internet in the past 12 months

Q1T. In the past 12 months, have you purchased any goods or services via the Internet?
Total "Yes" answers



Base: all respondents (n=26.590)

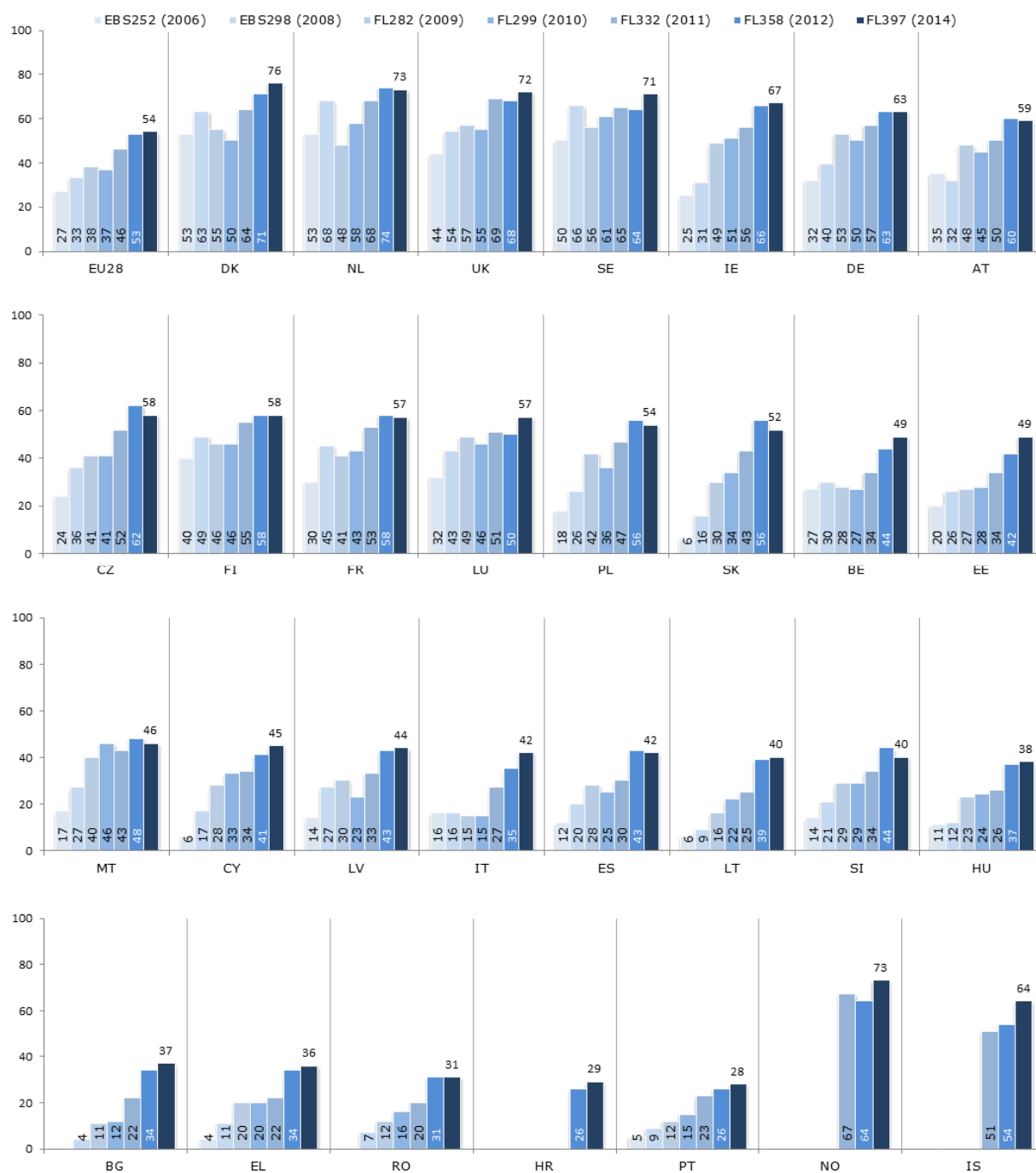
¹³ This comparison refers to Internet penetration results found in Special Eurobarometer 414: "E-Communications and Telecom Single Market Household Survey" and cross-references them with results from this survey. See: http://ec.europa.eu/public_opinion/archives/ebs/ebs_414_en.pdf

In the majority of countries, rates of online purchasing have either increased or remained stable since 2012. The largest increase in the proportions who have shopped online can be found amongst consumers in Iceland (+10 points) and Norway (+9). Among the Member States, the largest positive evolutions are found in Sweden, Luxembourg, Estonia and Italy (all +7). On the other hand, online shopping has declined most amongst consumers in Slovenia, Slovakia and the Czech Republic (all -4).

Looking at the longer term trend since 2006, purchasing via the Internet has increased in all countries, but particularly in Slovakia (+46), Ireland (+42), Cyprus (+39), Poland (+36), Lithuania (+34), Bulgaria (+33) and Greece (+32). The slowest growth since 2006 can be seen in Finland (+18), the Netherlands (+20) and Sweden (+21). However, in all three countries Internet purchasing was already relatively high in 2006, and these figures still represent strong growth.

Purchases made via the Internet in the past 12 months

Q1 In the past 12 months, have you purchased any goods or services via the Internet? Total 'Yes' answers



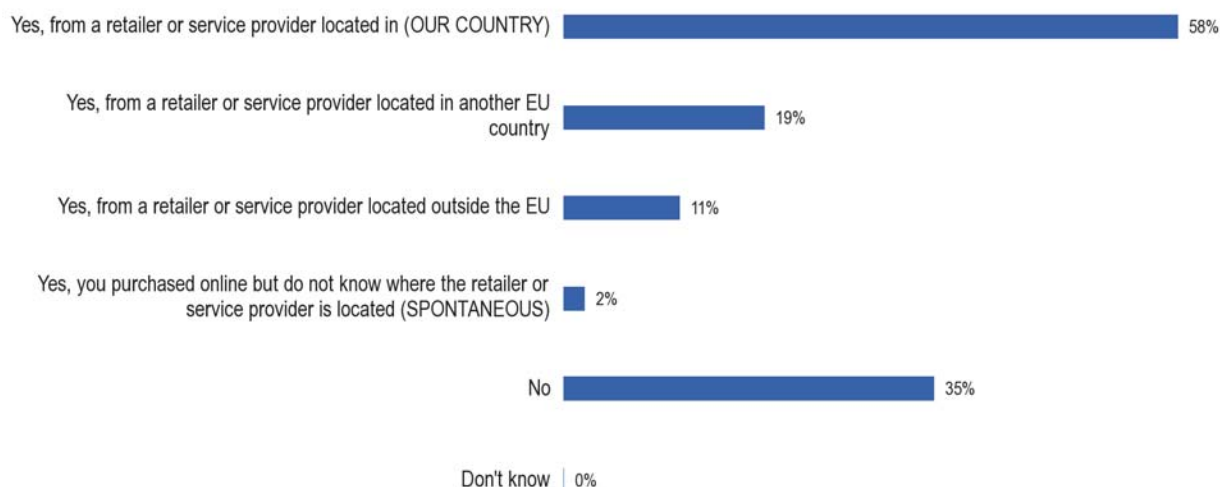
Base: all respondents (n=26.590)

1.2. Domestic and cross-border online purchases

- Penetration of domestic and cross-border online purchasing continues to increase -

The majority of respondents who use the Internet for private purposes have purchased from a retailer or supplier in their own country (58%), while 19% have purchased online from another EU country and 11% from a retailer or provider located outside the EU. A small proportion have made a purchase but are not sure where the retailer or provider was located (2%).

Q1. In the past 12 months, have you purchased any goods or services via the Internet?



EU28

Base: respondents who use the Internet for private reasons (n=21.926)

(MULTIPLE ANSWERS POSSIBLE)

In 24 of the Member States, an absolute or relative majority of respondents say that they have purchased goods or services via the Internet from a retailer or service provider located domestically. Only in Luxembourg (57%), Malta (55%), Austria (53%) and Cyprus (46%) do a majority – be it absolute or relative – say they have purchased online cross-border. At least a third of respondents in Malta (37%) have purchased goods or services online from a retailer or service provider located outside the European Union, while a quarter have done so in the United Kingdom (25%).

Also in Norway and Iceland, a majority – be it relative or absolute – purchase online domestically (67% and 44%, respectively), but more than a third purchase cross-border in Norway (35%) and outside the EU in Iceland (37%).

Q1 In the past 12 months, have you purchased any goods or services via the Internet?

	Yes, from a retailer or service provider located in (OUR COUNTRY)	Yes, from a retailer or service provider located in another EU country	Yes, from a retailer or service provider located outside the EU	Yes, you purchased online but do not know where the retailer or service provider is located (SPONTANEOUS)	No	Don't know
EU28	58%	19%	11%	2%	35%	0%
BE	42%	33%	8%	3%	42%	0%
BG	41%	14%	8%	1%	51%	0%
CZ	67%	12%	10%	1%	29%	0%
DK	72%	35%	15%	3%	17%	0%
DE	70%	19%	9%	3%	25%	0%
EE	44%	26%	16%	1%	40%	0%
IE	50%	49%	19%	1%	24%	0%
EL	38%	15%	12%	0%	53%	0%
ES	42%	15%	12%	2%	48%	0%
FR	61%	20%	11%	3%	33%	0%
HR	27%	15%	14%	1%	61%	0%
IT	43%	22%	9%	2%	46%	0%
CY	17%	46%	15%	2%	42%	0%
LV	38%	24%	17%	2%	47%	0%
LT	42%	16%	9%	1%	49%	0%
LU	20%	57%	10%	2%	36%	0%
HU	46%	11%	4%	0%	50%	0%
MT	13%	55%	37%	1%	38%	0%
NL	75%	18%	12%	2%	21%	0%
AT	43%	53%	8%	2%	30%	0%
PL	61%	10%	4%	2%	35%	0%
PT	29%	16%	8%	1%	61%	1%
RO	40%	5%	2%	0%	57%	0%
SI	39%	18%	10%	0%	48%	0%
SK	59%	13%	4%	1%	34%	1%
FI	55%	30%	16%	2%	35%	0%
SE	71%	28%	14%	2%	22%	1%
UK	82%	23%	25%	3%	16%	0%
IS	44%	26%	37%	0%	32%	0%
NO	67%	35%	24%	2%	20%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

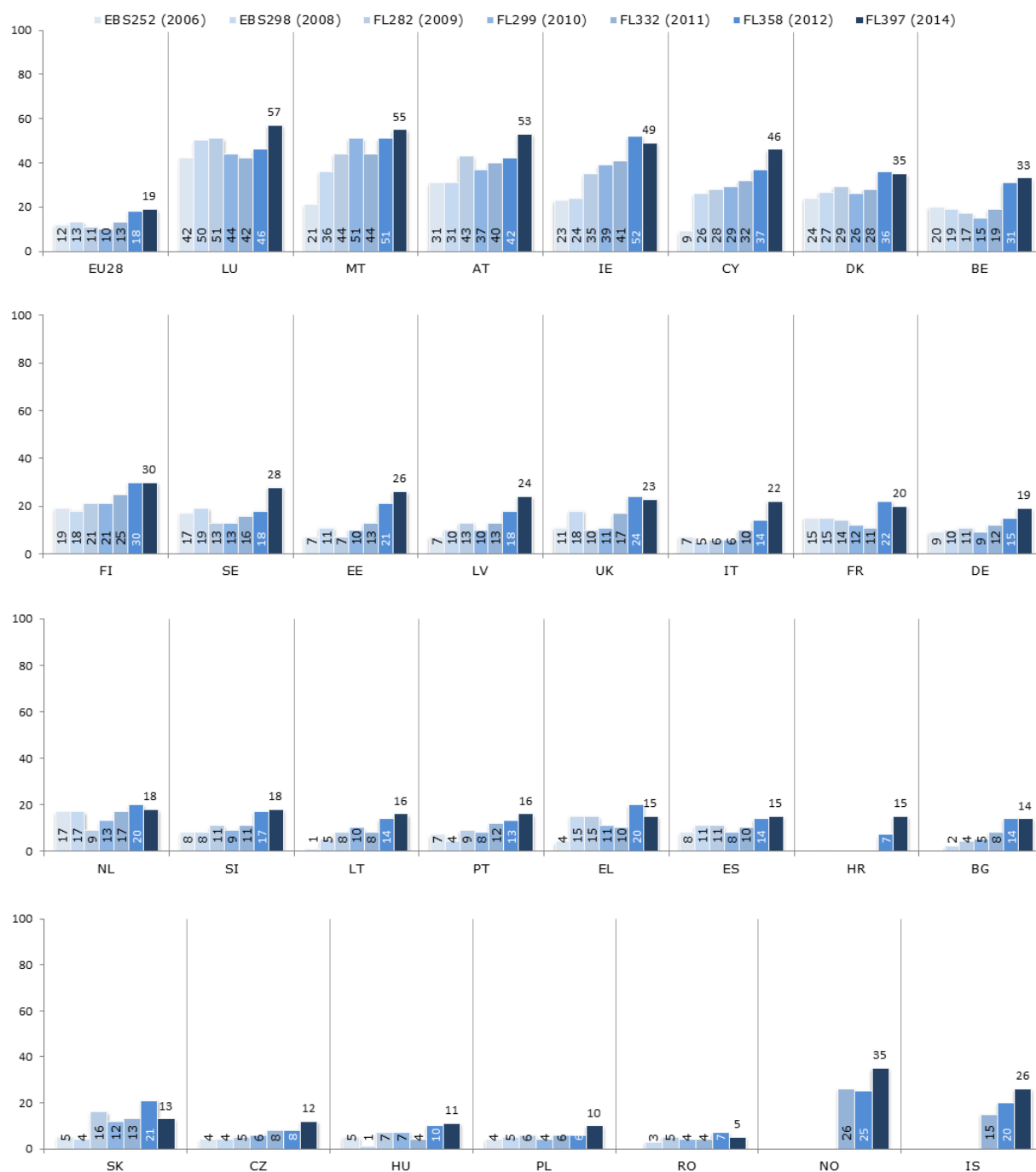
Base: respondents who use the Internet for private reasons (n=21.926)

(MULTIPLE ANSWERS POSSIBLE)

The proportion of consumers purchasing online from retailers or providers in other EU countries has increased in all countries since 2006. Growth in cross-border online purchasing has been strongest in Cyprus (+37 points), Malta (+34), Ireland (+26) and Austria (+22). The slowest growth is seen in the Netherlands (+1), Romania (+2 since 2008) and France (+5).

**EU cross-border purchases made via the Internet in the past 12 months
by those with home internet access**

Q1 In the past 12 months, have you purchased any goods or services via the Internet? 'Yes, from a retailer or service provider located in another EU country' answers



Base: respondents who use the Internet for private reasons (n=21.926)

Online purchases are related to a range of socio-demographic variables:

- 25-39 year-olds are the most likely to have purchased online from a domestic or cross-border retailer or service provider (68% and 27%, respectively), followed by 18-24 year-olds.
- Respondents who have completed their education at the age of 20 or above are more likely to have purchased online domestically, cross-border or from a retailer or service provider located outside the EU (65%, 23% and 13%, respectively).
- Employees and the self-employed are more likely to have purchased online from a retailer or service provider located domestically (68% and 64%, respectively) than manual workers (55%) and those who are not working (47%). Also, they are more likely to have purchased online from retailers or service providers located in another country (24-26% in another EU country and 14-16% in a country outside the EU) than the other occupational groups.
- The more often a respondent uses the Internet for private purposes, the more likely they are to have purchased online: 65% of daily users purchased domestically, 23% of daily users purchased from another EU Member State and 14% of daily users bought products and services online from a retailer or service provider located in a non-EU country.
- Respondents that comfortably use two or more languages for personal interests are more likely to have purchased online domestically (60%-68% vs. 53% of those using one language), cross-border (22%-34% vs. 14% of those using one language) and from a country outside the EU (11%-22% vs. 9% of those using one language).

Q1 In the past 12 months, have you purchased any goods or services via the Internet?

	Yes, from a retailer or service provider located in (OUR COUNTRY)	Yes, from a retailer or service provider located in another EU country	Yes, from a retailer or service provider located outside the EU	Yes, you purchased online but do not know where the retailer or service provider is located (SPONTANEOUS)
EU28	58%	19%	11%	2%
 Age				
15-24	56%	22%	16%	3%
25-39	68%	27%	16%	2%
40-54	59%	18%	10%	2%
55 +	47%	11%	5%	2%
 Education (End of)				
15-	39%	10%	5%	2%
16-19	54%	15%	9%	2%
20+	65%	23%	13%	2%
Still studying	58%	23%	16%	3%
 Respondent occupation scale				
Self-employed	64%	26%	16%	2%
Employee	68%	24%	14%	2%
Manual workers	55%	13%	6%	3%
Not working	47%	14%	8%	2%
Use of Internet for private purposes				
Daily	65%	23%	14%	2%
Weekly	39%	8%	3%	1%
Monthly	36%	7%	4%	2%
Less often	22%	3%	2%	1%
Language(s) used comfortably for personal interests				
Country's language only	53%	14%	9%	2%
2 languages	62%	22%	11%	2%
3 languages	60%	26%	14%	3%
4 languages and more	68%	34%	22%	2%

Base: respondents who use the Internet for private reasons (n=21.926)

(MULTIPLE ANSWERS POSSIBLE)

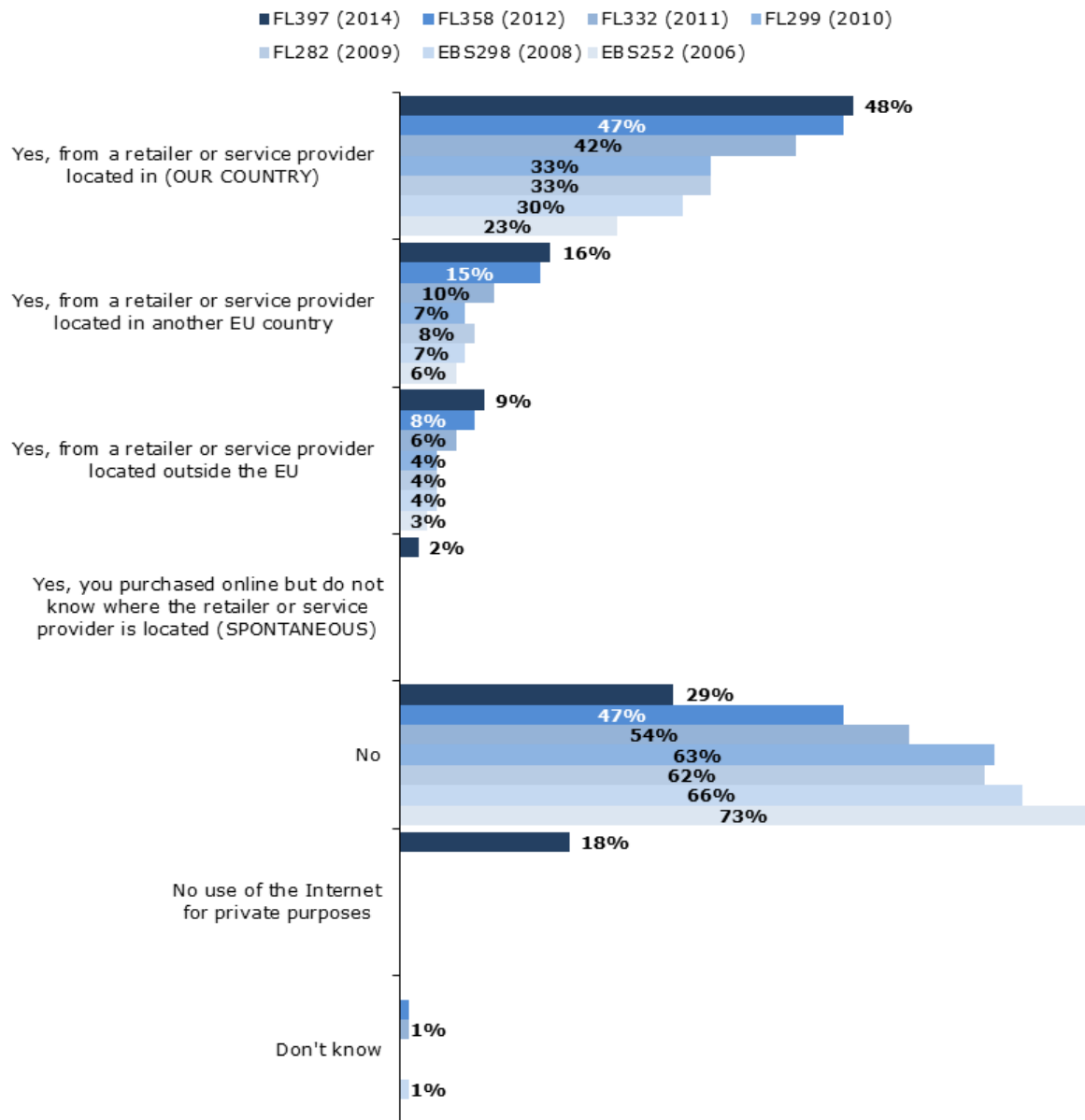
Analysis on the full sample

As noted previously, a broader overview of Internet purchasing in the general population is given using the whole sample as a base. The results for this recalculation are presented below, allowing for comparisons with previous waves of the survey.

- Domestic and cross-border purchasing has continued its upward trend since 2006 -

Consumers are most likely to have purchased online from a retailer or service provider located in their own country (48%), while 16% have purchased from a retailer or provider in another EU country and 9% from one in a country outside the EU. A small proportion (2%) is unsure where the retailer or service provider they purchased from is located. Almost three in ten (29%) have not purchased online in the last 12 months, while 18% do not use the Internet for private purposes.

Domestic and cross-border purchasing has continued its upward trend since 2006, although increases since 2012 have been slight. Domestic online purchasing has seen the strongest growth, up 25 percentage points since 2006, although the increase since 2012 is just 1 point. Online purchasing from other EU countries is up by 10 points since 2006, while purchasing from retailers or providers outside the EU has increased 6 points. In both cases the increase since 2012 is just 1 point.

Domestic and cross-border Internet purchases**Q1 In the past 12 months, have you purchased any goods or services
via the Internet? - % EU**

Base: all respondents (n=26.590)

(MULTIPLE ANSWERS POSSIBLE)

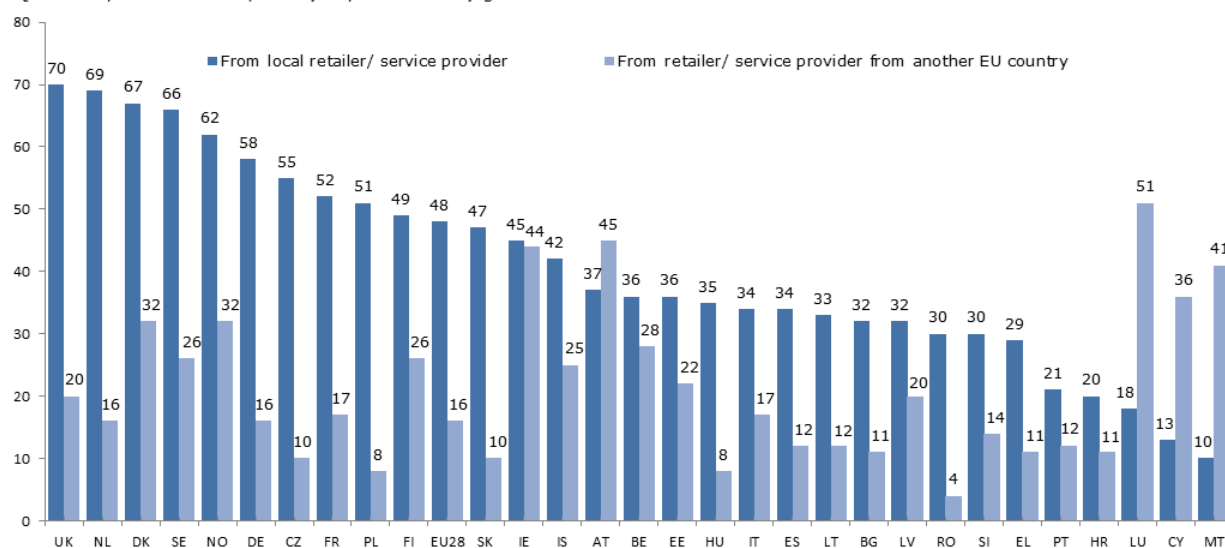
In almost all countries, consumers are much more likely to have purchased online from a local retailer or service provider than they are from one in another EU country. The largest disparity is seen amongst consumers in the Netherlands, where 69% have purchased online from a domestic source but just 16% have purchased online from another EU country. The disparity is also high in the UK (domestic: 70%, other EU: 20%), the Czech Republic (domestic: 55%, other EU: 10%), Poland (domestic: 51%, other EU: 8%) and Germany (domestic: 58%, other EU: 16%).

There are, however, notable exceptions where the reverse is true. For instance, 51% of consumers in Luxembourg have purchased online from a retailer or provider in another EU country, while 18% have purchased online domestically. The same pattern also applies in Malta (other EU: 41%, domestic: 10%), Cyprus (other EU: 36%, domestic: 13%) and Austria (other EU: 45%, domestic: 37%).

In Ireland, the proportions that have purchased domestically and from other EU countries are almost the same (45% and 44% respectively).

Domestic and cross-border Internet purchases

Q1 In the past 12 months, have you purchased any goods or services via the Internet?

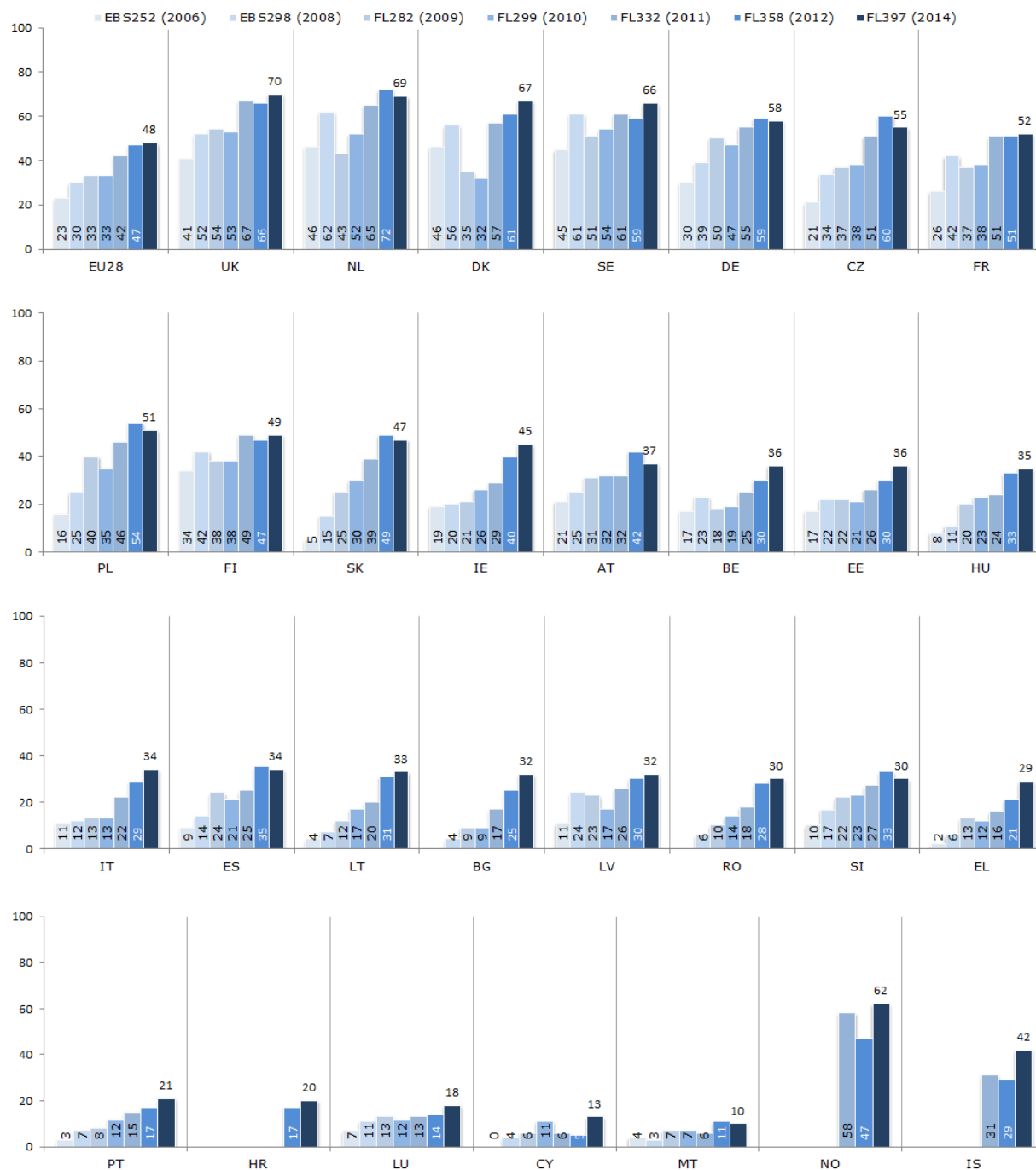


Base: all respondents (n=26.590)

The proportion of consumers purchasing online from domestic retailers or providers has increased in all countries since 2006. Growth has been strongest in Slovakia (+42 points), Poland (+35), the Czech Republic (+34), the UK and Lithuania (both +29). Considerably slower growth is noted in Malta (+6) and in Cyprus (+9 since 2008). In both of these countries the domestic online market is small, with around one in ten purchasing online from a local retailer or supplier (Cyprus: 13%, Malta: 10%).

Domestic Internet purchases: evolution

Q1 In the past 12 months, have you purchased any goods or services via the Internet? 'Yes, from a retailer or service provider located in (OUR COUNTRY)' answers



Base: all respondents (n=26.590)

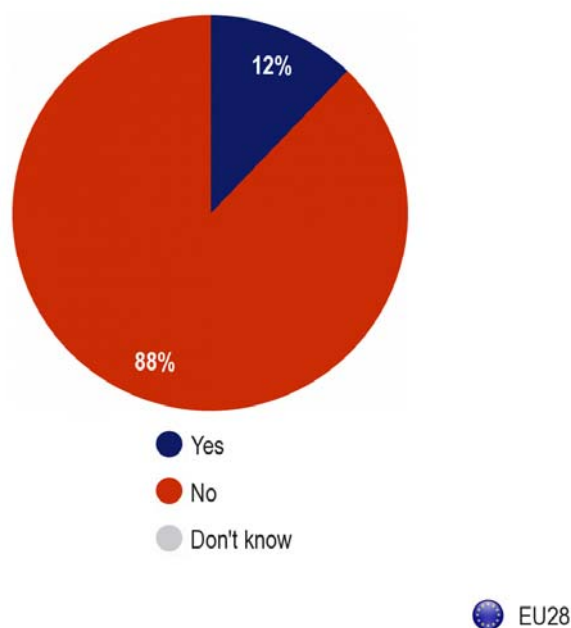
1.3. EU cross-border shopping through channels other than the Internet

- The large majority of European consumers have not made a cross-border purchase through channels other than the Internet -

Just over one in ten consumers say they have purchased from a retailer or service provider in another EU country using a channel other than the Internet (12%). This compares to 16% who have made an online purchase from another EU country during the same period.

The large majority of respondents have not purchased from a retailer or service provider in another EU country using a channel other than the Internet (88%).

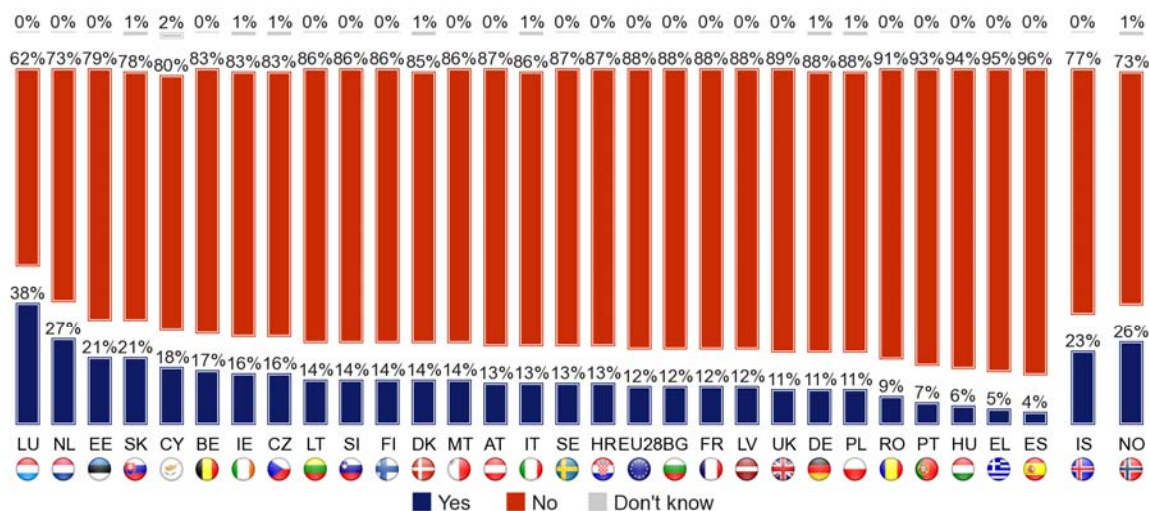
Q2. In the past 12 months, have you purchased any goods or services through channels other than the Internet from a retailer or service provider located in another EU country?



Base: all respondents (n=26.590)

Consumers in Luxembourg are the most likely to have purchased goods or services from a supplier in another EU country using a channel other than the Internet (38%), followed by those in the Netherlands (27%), Estonia and Slovakia (both 21%). Similarly, 26% of respondents in Norway have purchased goods or services from a supplier in an EU country using a channel other than the Internet. In contrast, just 4% of consumers in Spain and 5% in Greece have done this.

Q2. In the past 12 months, have you purchased any goods or services through channels other than the Internet from a retailer or service provider located in another EU country?



Base: all respondents (n=26.590)

The analysis of socio-demographic variables only reveals a few notable differences. The oldest consumers are the least likely to have purchased from another EU country using a channel other than the Internet, particularly compared to those aged 15-39 (7% vs. 15%). Those with the highest education levels are also the most likely to have made this kind of purchase (15% vs. 4%-9%).

Respondents who use the Internet for private purposes are more likely to have purchased from another EU country using a channel other than the Internet compared to those who do not use the Internet privately (13% vs. 3%).

The more languages a consumer uses comfortably for personal interests, the more likely they are to have purchased from another EU country using a channel other than the Internet. Just 7% of those speaking only their country's language have made this kind of purchase, compared to 26% of those who speak four or more languages.

When it comes to purchasing via the Internet, those who have made at least one purchase online are more likely to have purchased from another EU country using a channel other than the Internet (16% vs. 8% of those who have not purchased online). Furthermore, those who have made at least one cross-border purchase from another EU country via the Internet are much more likely to have made a cross-border purchase via another channel when compared to those who have not made an online cross-border purchase (25% vs. 9%).

Also, those that are confident purchasing via the Internet either locally (15% vs. 7%) or in the EU (18% vs. 8%) are more likely than those who are not confident to have purchased from another EU country using a channel other than the Internet.

Q2 In the past 12 months, have you purchased any goods or services through channels other than the Internet from a retailer or service provider located in another EU country?

	Yes	No	Don't know
EU28	12%	88%	0%
Sex			
Male	13%	86%	1%
Female	10%	90%	0%
Age			
15-24	15%	84%	1%
25-39	15%	84%	1%
40-54	11%	88%	1%
55 +	7%	92%	1%
Education (End of)			
15-	4%	95%	1%
16-19	9%	91%	0%
20+	15%	85%	0%
Still studying	16%	83%	1%
Use of Internet for private purposes			
Yes	13%	86%	1%
No	3%	97%	0%
Daily	15%	84%	1%
Weekly	8%	92%	0%
Monthly	9%	90%	1%
Less often	6%	94%	0%
Never	3%	97%	0%
Language(s) used comfortably for personal interests			
Country's language only	7%	92%	1%
2 languages	13%	87%	0%
3 languages	18%	82%	0%
4 languages and more	26%	72%	2%
At least one purchase via Internet			
Yes	16%	83%	1%
No	8%	92%	0%
At least one cross-border purchase via Internet in the EU			
Yes	25%	75%	0%
No	9%	90%	1%
Feels confident purchasing via Internet locally			
Total 'Agree'	15%	85%	0%
Total 'Disagree'	7%	93%	0%
Feels confident purchasing via Internet in EU			
Total 'Agree'	18%	82%	0%
Total 'Disagree'	8%	91%	1%

Base: all respondents (n=26.590)

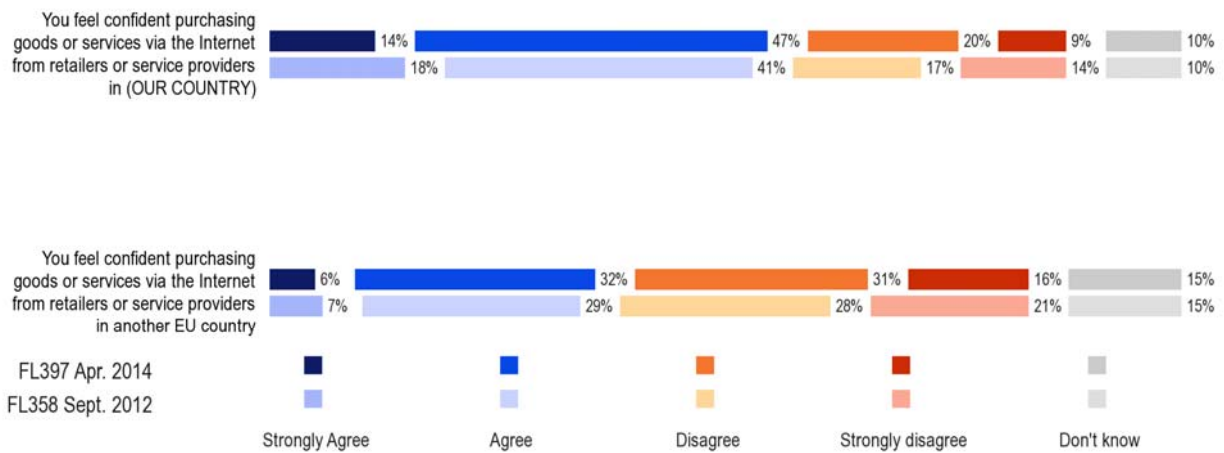
II. CONSUMER CONFIDENCE IN DOMESTIC AND EU CROSS-BORDER ONLINE PURCHASES

- Consumers are more confident in making domestic online purchases than they are in purchasing online from other EU countries -

A majority of respondents say they feel confident purchasing goods or services online from domestic retailers or providers (61%), with 14% saying they “strongly agree” that they are confident. This represents a slight increase since 2012 (+2 points). Almost three in ten (29%) disagree that they are confident purchasing online from domestic retailers or providers, with 9% saying they “strongly disagree” (-5 points since 2012). Looking at the evolutions on “strongly agree” and “strongly disagree” answer options, opinions now seem to be less extreme.

Consumers are less confident when it comes to purchasing online from other EU countries. Just over one third (38%) agree they are confident purchasing goods or services via the Internet from retailers or providers in other EU countries, with 6% in strong agreement with this statement. This represents a 2 point increase in confidence since the last survey. However, almost half disagree that they are confident purchasing online from other EU countries (47%), with 16% disagreeing strongly that they are confident.

Q17. How strongly do you agree or disagree with each of the following statements?



EU28

Base: all respondents (n=26.590)

At least half of all respondents in 18 Member States, plus those in Norway and Iceland agree that they are confident to purchase goods or services online from **domestic retailers or providers**. Confidence is most widespread amongst consumers in Norway (81%). In the EU, the largest proportions can be found in Denmark, the UK (both 80%), Ireland, the Netherlands and Sweden (all 75%). These countries also have the highest proportion of respondents who have actually made a domestic online purchase in the last 12 months. At the other end of the scale, only 32% of respondents in Croatia and Bulgaria and 43% of those in Portugal agree they feel confident making domestic online purchases.

Consumers in Estonia (+16 points), Greece, (+10), Romania, Cyprus and Malta (all +9) as well as respondents in Iceland (+10) show the largest increases, compared to 2012, when it comes to confidence in purchasing online from domestic retailers or providers. In fact, in 20 Member States, and in Iceland and Norway, confidence has either increased or remained stable. Conversely, confidence in domestic online purchasing has declined in Bulgaria (-10), Slovenia (-5), Poland (-4), Portugal, Slovakia, Germany, Finland and Ireland (all -1)

Confidence in purchasing online from **retailers or providers in other EU countries** is less widespread. In fact, there are only four Member States where at least half of consumers agree they are confident to buy online from another EU country: Ireland (62%), Luxembourg (56%), Malta (55%) and Denmark (51%). At least half of all consumers in Iceland (61%) and Norway (59%) are also confident to buy online from retailers or providers in other EU countries.

Since 2012, confidence in buying online from other EU countries has increased most amongst consumers in Estonia (+12), Poland (+8) and Italy (+7). Confidence in buying from EU countries has also increased by 12 points in Iceland since the last survey. Confidence has seen the largest decline amongst consumers in Bulgaria (-13), followed by those in Finland and Ireland (both -4).

Q17 How strongly do you agree or disagree with each of the following statements?

		You feel confident purchasing goods or services via the Internet from retailers or service providers in (OUR COUNTRY)				You feel confident purchasing goods or services via the Internet from retailers or service providers in another EU country			
		Total 'Agree'	Diff. FL397 - FL358	Total 'Disagree'	Diff. FL397 - FL358	Total 'Agree'	Diff. FL397 - FL358	Total 'Disagree'	Diff. FL397 - FL358
	EU28	61%	+2	29%	-2	38%	+2	47%	-2
	BE	63%	+8	33%	-6	44%	+6	52%	-4
	BG	32%	-10	50%	+5	29%	-13	49%	+8
	CZ	68%	=	23%	-3	41%	+5	37%	-5
	DK	80%	=	14%	=	51%	-3	41%	+2
	DE	63%	-1	23%	-4	30%	+4	48%	-11
	EE	56%	+16	21%	-17	39%	+12	32%	-12
	IE	75%	-1	17%	+1	62%	-4	30%	+6
	EL	49%	+10	44%	-1	39%	+5	53%	+5
	ES	54%	+3	43%	=	44%	+4	53%	-2
	FR	68%	=	27%	-2	34%	-2	58%	-2
	HR	32%	+1	48%	+8	27%	=	48%	+6
	IT	45%	+3	38%	+2	35%	+7	46%	+2
	CY	46%	+9	31%	-13	41%	+1	36%	-7
	LV	48%	+1	39%	-3	35%	-2	50%	+1
	LT	45%	=	35%	-3	33%	=	39%	-2
	LU	71%	+2	25%	-1	56%	+2	41%	=
	HU	48%	+2	35%	-8	28%	+3	50%	-11
	MT	46%	+9	26%	-14	55%	+2	24%	-8
	NL	75%	+5	21%	-3	38%	+2	52%	-1
	AT	70%	+7	16%	-8	43%	-1	41%	=
	PL	58%	-4	29%	+6	39%	+8	37%	+2
	PT	43%	-1	48%	-4	34%	-1	57%	-4
	RO	52%	+9	37%	-5	39%	+5	44%	-3
	SI	53%	-5	37%	+2	41%	+1	47%	-1
	SK	59%	-1	35%	=	40%	-1	52%	=
	FI	67%	-1	22%	-1	41%	-4	47%	+2
	SE	75%	+4	19%	-3	46%	+5	44%	-2
	UK	80%	+5	12%	-5	48%	=	41%	-1
	IS	74%	+10	14%	-3	61%	+12	23%	=
	NO	81%	+5	14%	-6	59%	+3	33%	-4

Base: all respondents (n=26.590)

The socio-demographic analysis illustrates a range of variations in confidence to buy online:

- Men are more likely than women to be confident to buy online from domestic retailers or providers (66% vs. 57%) or from those in other EU countries (45% vs. 31%).

- The older the respondent, the less likely they are to be confident to buy online both domestically or from another EU country. For example, 78% of those aged 15-39 agree they are confident to buy online from domestic retailers or providers, compared to 40% of those aged 55+.
- The longer a respondent remained in education, the more likely they are to be confident to buy online domestically: 35% of those with the lowest education levels agree they are confident to do this, compared to 68% of those who remained in education until age 20 or older. The same pattern applies for confidence to buy from another EU country.
- Employees (76%) and the self-employed (69%) are more likely to be confident to buy online domestically than manual workers (63%) and those who are not working (48%). The same pattern applies for confidence to buy from retailers or providers in another EU country.
- The more often a respondent uses the Internet for private purposes, the more likely they are to be confident to buy online from either domestic or other EU retailers or providers. For example: 49% of daily users are confident to buy online from another EU country compared to 30% of those that use the Internet weekly, 25% who use it monthly, 18% of those who use it less often, and 9% of those who do not use the Internet for private purposes.
- Respondents that comfortably use at least two languages for personal interests are more likely to be confident to buy online domestically (67%-73% vs. 54% of those with one language) or from another EU country (44%-54% vs. 31%).
- Those who say their household financial situation is easy are more likely to be confident buying online domestically (71% vs. 53%) or from other EU countries (43% vs. 33%) than those who say their household financial situation is difficult.
- Not surprisingly, respondents who have made at least one domestic purchase online are more likely to be confident to buy domestically via the Internet than those who have not (86% vs. 39%). The same applies when comparing those who have made a purchase online from a provider in an EU country with those who have not (77% vs. 31%).
- Respondents who are confident to buy via the Internet from domestic suppliers or providers are much more likely to be confident to buy from another EU country than those who are not confident about buying online domestically (58% vs. 8%). Those who are confident purchasing online from other EU countries are also more likely to feel confident purchasing domestically than those who are not confident about cross-border purchases (93% vs. 45%).

Q17 How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers or service providers in (OUR COUNTRY)				You feel confident purchasing goods or services via the Internet from retailers or service providers in another EU country		
	Total 'Agree'	Total 'Disagree'	Don't Know	Total 'Agree'	Total 'Disagree'	Don't Know
EU28	61%	29%	10%	38%	47%	15%
Sex						
Male	66%	26%	8%	45%	43%	12%
Female	57%	31%	12%	31%	52%	17%
Age						
15-24	78%	21%	1%	57%	41%	2%
25-39	78%	20%	2%	55%	39%	6%
40-54	65%	29%	6%	39%	49%	12%
55 +	40%	38%	22%	19%	54%	27%
Education (End of)						
15-	35%	44%	21%	17%	60%	23%
16-19	59%	30%	11%	33%	50%	17%
20+	68%	24%	8%	44%	44%	12%
Still studying	79%	20%	1%	60%	38%	2%
Respondent occupation scale						
Self-employed	69%	26%	5%	47%	42%	11%
Employee	76%	20%	4%	48%	43%	9%
Manual workers	63%	29%	8%	36%	51%	13%
Not working	48%	36%	16%	29%	51%	20%
Use of Internet for private purposes						
Yes	70%	25%	5%	44%	46%	10%
No	20%	46%	34%	9%	55%	36%
Daily	75%	22%	3%	49%	42%	9%
Weekly	57%	34%	9%	30%	57%	13%
Monthly	50%	39%	11%	25%	58%	17%
Less often	38%	46%	16%	18%	63%	19%
Never	20%	46%	34%	9%	55%	36%
Language(s) used comfortably for personal interests						
Country's language only	54%	33%	13%	31%	52%	17%
2 languages	67%	26%	7%	44%	44%	12%
3 languages	67%	26%	7%	46%	43%	11%
4 languages and more	73%	20%	7%	54%	36%	10%
Household's financial situation						
Total 'Difficult'	53%	36%	11%	33%	52%	15%
Total 'Easy'	71%	21%	8%	43%	43%	14%
At least one purchase via Internet						
Yes	86%	13%	1%	55%	38%	7%
No	39%	48%	13%	24%	61%	15%
At least one cross-border purchase via Internet in the EU						
Yes	89%	10%	1%	77%	20%	3%
No	55%	33%	12%	31%	52%	17%
Feels confident purchasing via Internet locally						
Total 'Agree'	100%	-	0%	58%	34%	8%
Total 'Disagree'	-	100%	0%	8%	87%	5%
Feels confident purchasing via Internet in EU						
Total 'Agree'	93%	6%	1%	100%	-	0%
Total 'Disagree'	45%	53%	2%	-	100%	0%

Base: all respondents (n=26.590)

III. FEELING PROTECTED AS A CONSUMER

- Most consumers are confident their rights are respected and protected -

Respondents were given three statements relating to consumer confidence, and asked the extent to which they agreed with each.

Just over seven out of ten respondents are confident that retailers and service providers respect their rights as consumers (71%), with 10% saying they “strongly agree” that this is the case. Just over one quarter (26%) disagree overall, although relatively few respondents disagree strongly (5%). Confidence that retailers and providers respect consumer rights is at its highest level since surveying began in 2006, increasing 9 percentage points since that time, and 12 points since the last survey in 2012.

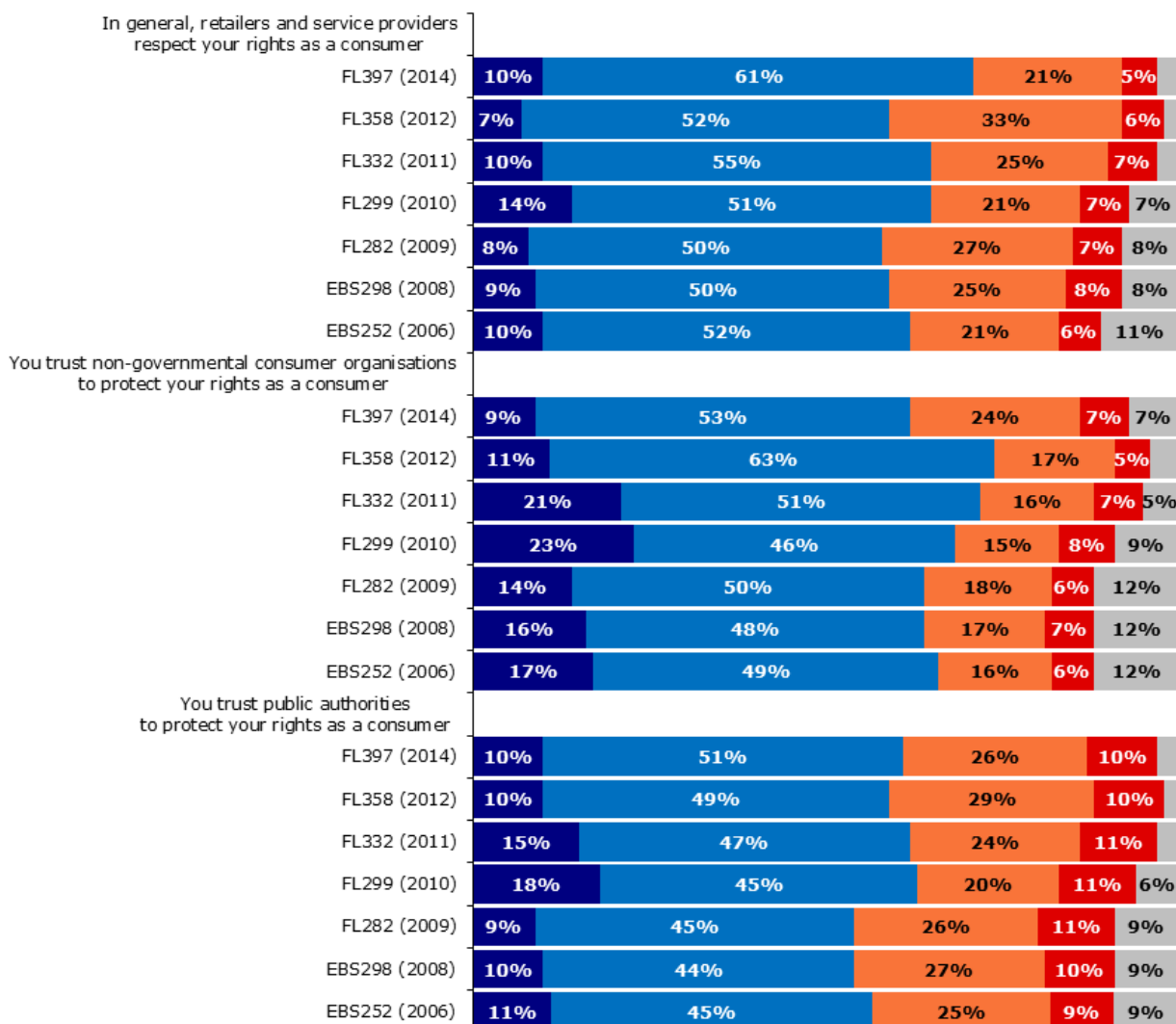
The majority of consumers also trust non-governmental consumer organisations to protect their rights as a consumer (62%), with 9% strongly agreeing that they trust these organisations in this area. However, almost one third (31%) do not trust these organisations to protect their consumer rights, and trust in non-governmental consumer organisations has declined notably since 2012 (-12 points), reversing the trend of increasing trust in the period 2009-2012. In fact, trust in these organisations is now at its lowest point since 2006.

A majority of consumers agree they trust public authorities to protect their rights as a consumer (61%), with 10% agreeing strongly. More than one third disagree (36%), with 10% disagreeing strongly. Trust in public authorities has increased slightly since 2012 (+2), but there has been little significant variation since 2010.

Consumer confidence

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... - EU

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree ■ Don't know



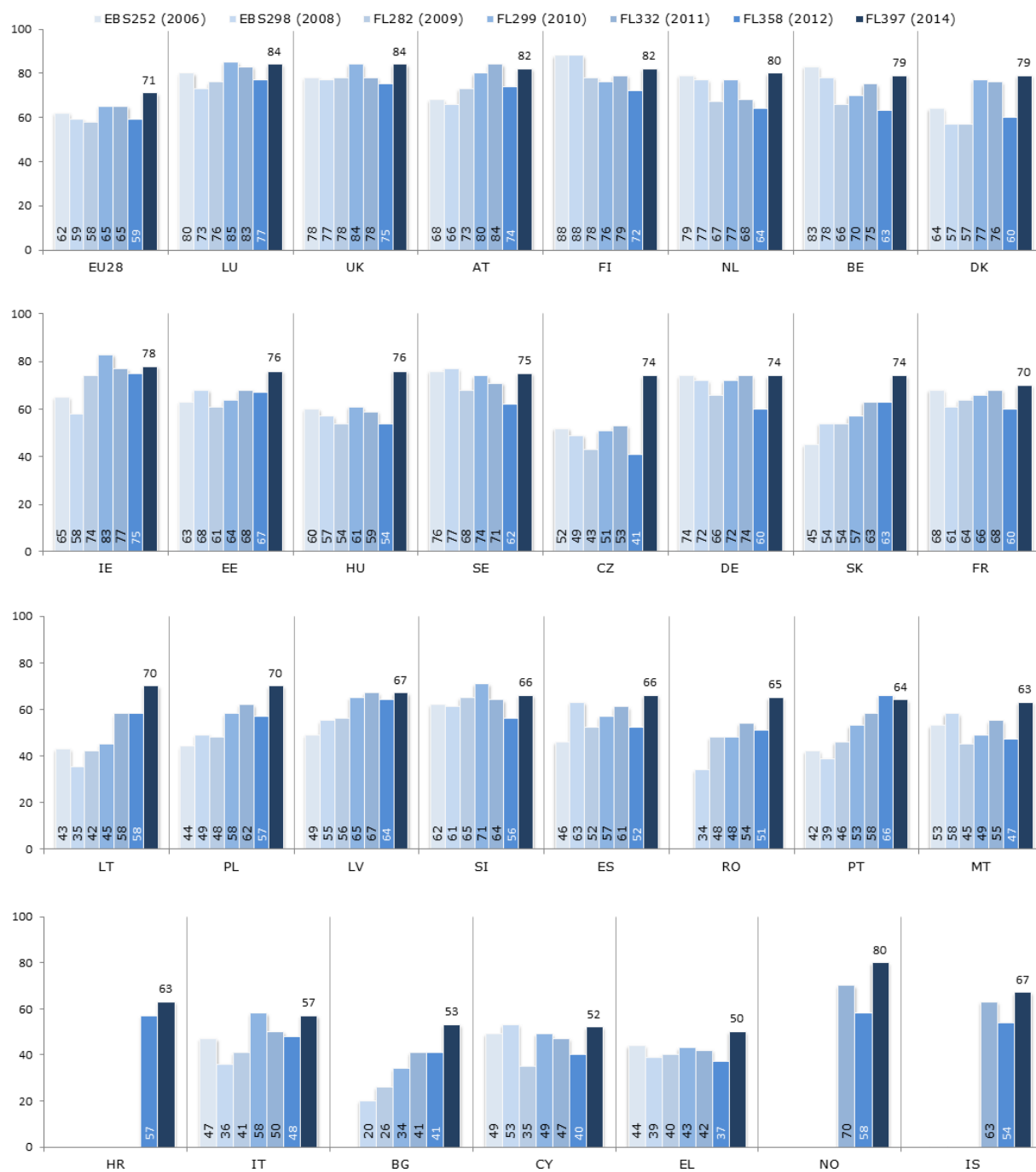
Base: all respondents (n=26.590)

Since 2012, there have been some large increases in the level of trust consumers have in retailers and service providers to respect their rights, most notably in the Czech Republic (+33 points), Hungary (+22) and Denmark (+19). In Norway, also, there is a large positive evolution (+22). Portugal is the only country where consumers are less likely to think retailers and service providers respect their rights compared to 2012 (-2).

Looking at the longer term trend, consumers in most countries are now more likely to trust that retailers and service providers respect their rights as consumers than they were in 2006. This is particularly the case in Slovakia (+29), Lithuania (+27) and Poland (+26). Trust is also more widespread in Bulgaria, up 33 points since 2008 when surveying there began. In fact, trust in retailers and service providers to respect consumer rights has declined in only three countries since 2006: Finland (-6), Belgium (-4) and Sweden (-1).

In general, retailers and service providers respect your rights as a consumer

Q3.2 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... In general, retailers and service providers respect your rights as a consumer - Total 'Agree' answers



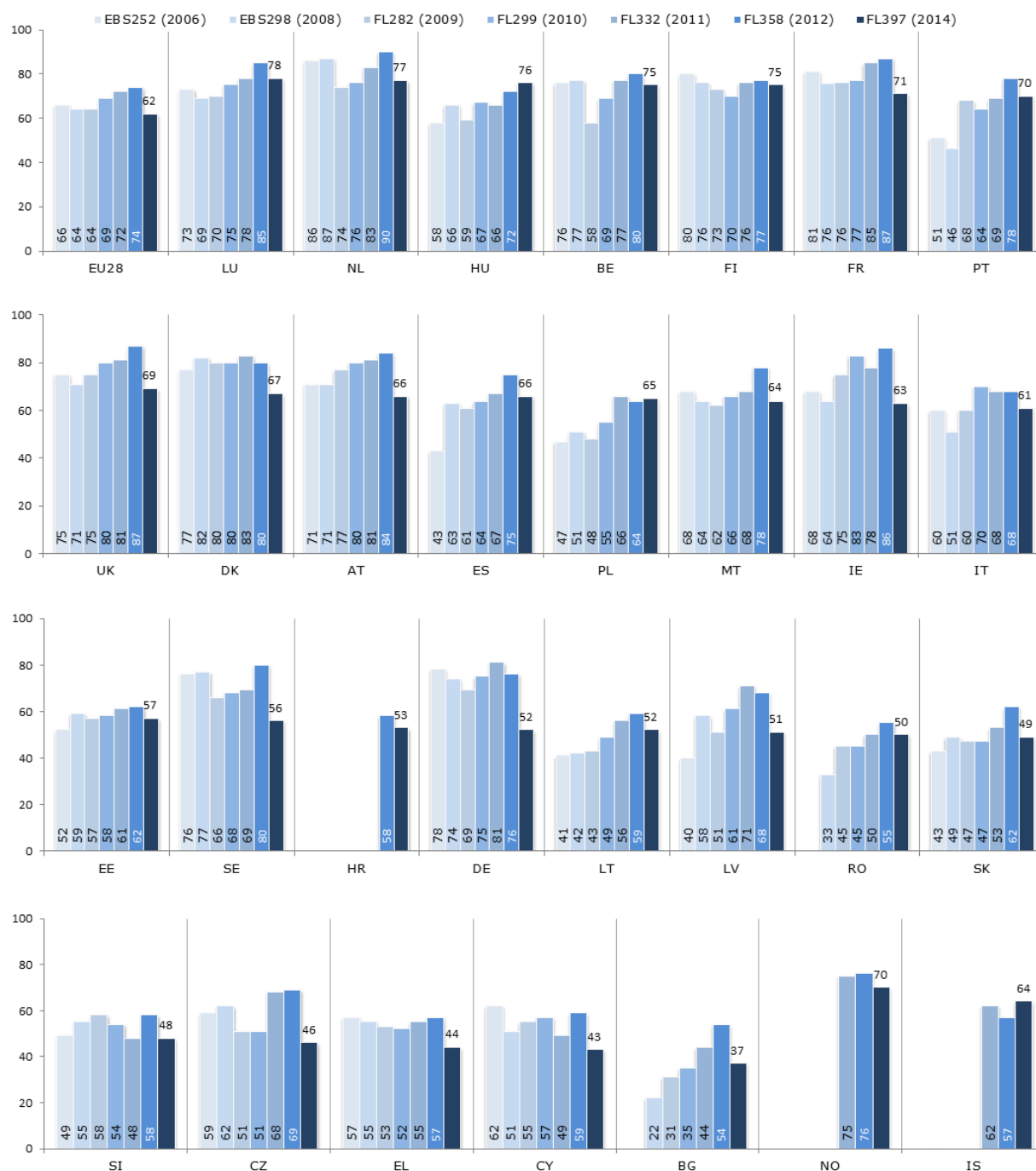
Base: all respondents (n=26.590)

In almost all Member States, consumers are less likely to agree they trust non-governmental consumer organisations to protect their rights as a consumer than they were in 2012, and this is particularly notable in Germany, Sweden (both -24 points), Ireland, the Czech Republic (both -23), Austria and the UK (both -18). Hungary (+4) and Poland (+1) are the only Member States where trust has increased since the last survey. In Iceland, also, there is an increase of 7 percentage points.

Turning to the longer term trend, respondents in 15 Member States are now less likely to agree they trust non-governmental consumer organisations to protect their rights as a consumer than they were in 2006, with the largest declines in Germany (-26), Sweden (-20), Cyprus (-19), the Czech Republic and Greece (both -13). On the other hand, trust in non-governmental consumer agencies has increased notably in Spain (+23), Portugal (+19), Poland, Hungary (both +18) and Romania (+17 since 2008).

You trust non-governmental consumer organisations to protect your rights as a consumer

Q3.3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... You trust non-governmental consumer organisations to protect your rights as a consumer - Total 'Agree' answers

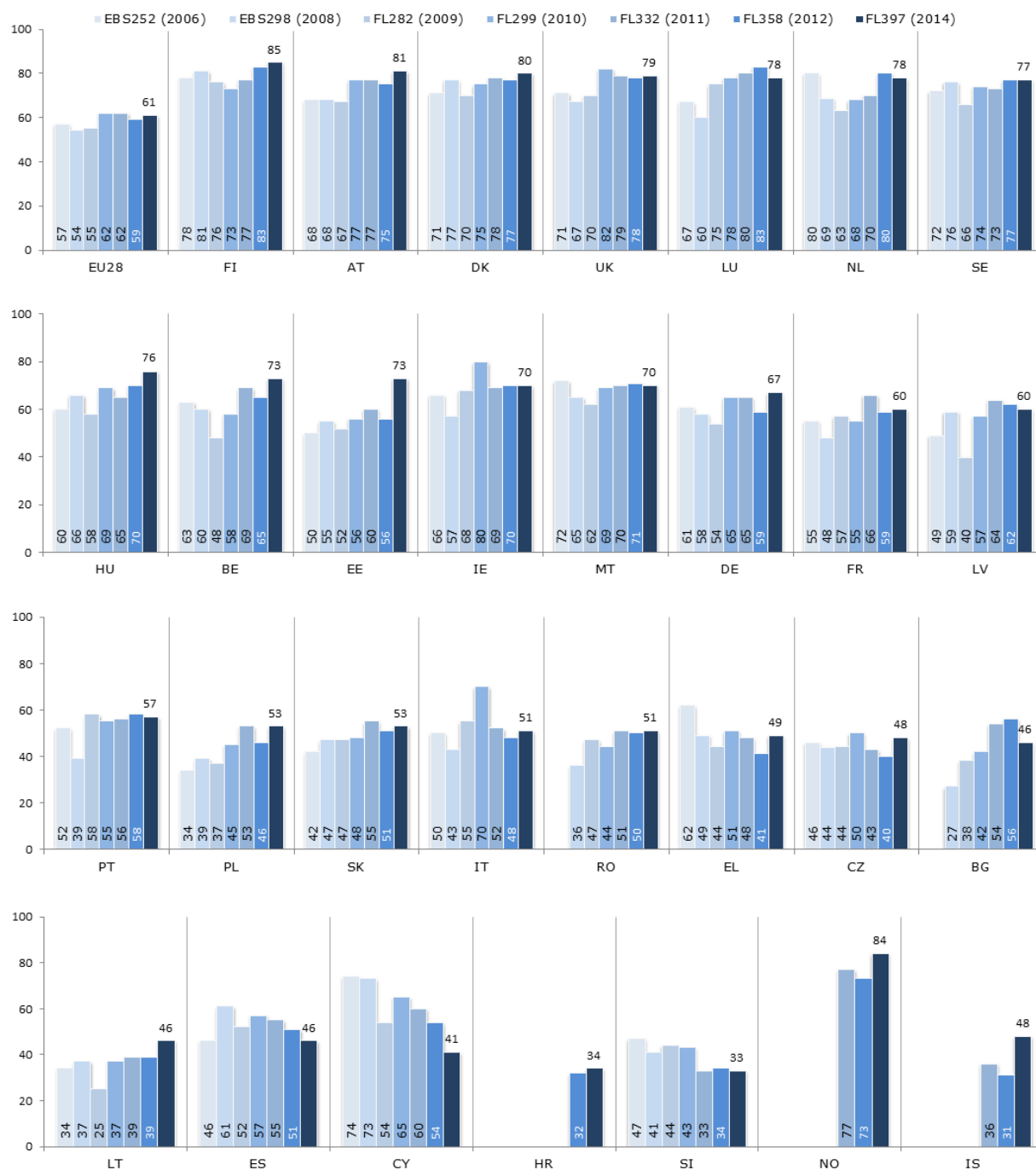


Base: all respondents (n=26.590)

In Estonia (+17), consumers are considerably more likely than they were in 2012 to trust public authorities to protect their rights as a consumer. This is also true for respondents in Iceland (+17) and Norway (+11). Conversely, trust has declined notably in Cyprus (-13) and Bulgaria (-10).

You trust public authorities to protect your rights as a consumer

Q3.1 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... You trust public authorities to protect your rights as a consumer - Total 'Agree' answers



Base: all respondents (n=26.590)

In most Member States trust in public authorities to protect consumer rights has increased since 2006, with the largest growth in trust amongst consumers in Estonia (+23), Poland (+19) and Hungary (+16). Trust has also increased by 19 points in Bulgaria and 15 points in Romania (both since 2008). The reverse trend is seen in only four Member States: Cyprus (-33), Slovenia (-14), the Netherlands and Malta (-2). In Slovenia the main decline occurred between 2010 and 2011, whereas in Cyprus trust in this area has been declining steadily since 2010.

The analysis of socio-demographic variables illustrates the following differences:

- The older the respondent, the less likely they are to agree that retailers and service providers respect their rights as a consumer, or to trust public authorities to protect their rights as a consumer. For example, 70% of 15-24 year-olds trust public authorities in this area, compared to 56% of those aged 55+. In addition, those aged 55+ are the least likely to trust non-governmental consumer organisations to protect your rights as a consumer (58% vs. 62%-65%).
- Those with the lowest education levels are the least likely to agree that retailers and service providers respect their rights as a consumer (63% vs. 71%), or to trust non-governmental consumer organisations to protect their rights as a consumer (56% vs. 62%-64%).
- Consumers who use the Internet for private purposes are more likely than those who do not to agree that retailers and service providers respect their rights as a consumer (73% vs. 60%), and to trust non-governmental consumer organisations (64% vs. 53%) and public authorities (62% vs. 55%) to protect their consumer rights.
- Respondents who say their household financial situation is easy are more likely than those who say it is difficult to agree that retailers and service providers respect their rights as a consumer (77% vs. 65%), and to trust non-governmental consumer organisations (66% vs. 59%) and public authorities (69% vs. 54%) to protect their consumer rights.
- Respondents who are confident to purchase domestically online are more likely than those who are not confident to agree that retailers and service providers respect their rights as a consumer, and to trust non-governmental consumer organisations and public authorities to protect their consumer rights. The same pattern applies when comparing those who are confident to purchase online from another EU country with those who are not confident. For example, 79% of those confident to purchase online domestically agree that retailers and service providers respect their rights as a consumer compared to 56% of those who are not confident.

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

	In general, retailers and service providers respect your rights as a consumer			You trust non-governmental consumer organisations to protect your rights as a consumer			You trust public authorities to protect your rights as a consumer		
	Total 'Agree'	Total 'Disagree'	Don't Know	Total 'Agree'	Total 'Disagree'	Don't Know	Total 'Agree'	Total 'Disagree'	Don't Know
EU28	71%	26%	3%	62%	31%	7%	61%	36%	3%
Sex									
Male	71%	26%	3%	64%	31%	5%	61%	37%	2%
Female	71%	25%	4%	61%	31%	8%	62%	35%	3%
Age									
15-24	80%	19%	1%	65%	31%	4%	70%	29%	1%
25-39	75%	23%	2%	66%	28%	6%	64%	34%	2%
40-54	71%	27%	2%	62%	31%	7%	60%	38%	2%
55 +	64%	30%	6%	58%	34%	8%	56%	40%	4%
Education (End of)									
15-	63%	31%	6%	56%	36%	8%	59%	37%	4%
16-19	71%	26%	3%	62%	32%	6%	61%	36%	3%
20+	71%	26%	3%	64%	30%	6%	61%	37%	2%
Still studying	80%	19%	1%	64%	30%	6%	70%	28%	2%
Use of Internet for private purposes									
Yes	73%	25%	2%	64%	30%	6%	62%	36%	2%
No	60%	32%	8%	53%	37%	10%	55%	40%	5%
Daily	75%	23%	2%	65%	29%	6%	63%	35%	2%
Weekly	68%	28%	4%	61%	33%	6%	61%	37%	2%
Monthly	66%	31%	3%	62%	32%	6%	58%	39%	3%
Less often	64%	31%	5%	52%	41%	7%	57%	41%	2%
Never	60%	32%	8%	53%	37%	10%	55%	40%	5%
Household's financial situation									
Total 'Difficult'	65%	32%	3%	59%	35%	6%	54%	43%	3%
Total 'Easy'	77%	20%	3%	66%	27%	7%	69%	28%	3%
Feels confident purchasing via Internet locally									
Total 'Agree'	79%	19%	2%	69%	26%	5%	68%	30%	2%
Total 'Disagree'	56%	40%	4%	51%	43%	6%	49%	49%	2%
Feels confident purchasing via Internet in EU									
Total 'Agree'	79%	19%	2%	72%	23%	5%	68%	30%	2%
Total 'Disagree'	65%	32%	3%	57%	38%	5%	58%	40%	2%

Base: all respondents (n=26.590)

IV. KNOWLEDGE OF CONSUMER LEGISLATION

This section of the report reviews consumers' understanding of their rights relating to cooling-off periods, the right to return defective products and their rights in relation to unfair commercial practices.

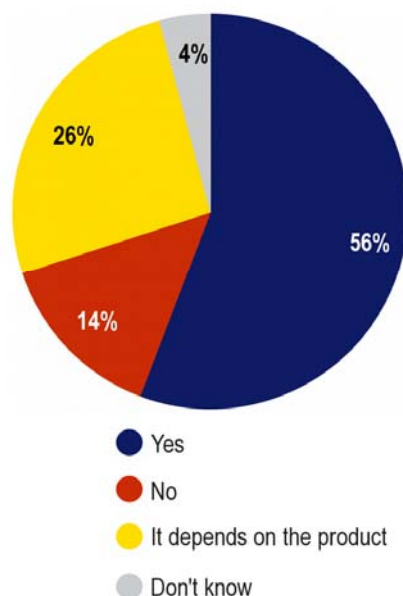
4.1. Cooling-off period in distance selling

- Just over half of all consumers know there is a cooling-off period for items purchased by distance channels -

Consumers were asked to consider a situation where they had purchased a new electronic product by phone, post or via the Internet. They were asked if they thought they had the right to return the item four days after delivery and get their money back. Just over half correctly say they can return the product (56%), while 14% say they cannot and 26% think that it depends on the product.

In 2012, 69% of consumers correctly said they could return the item for a refund. However, in the last wave this question referred simply to goods and only “yes” or “no” options were offered. These changes may have influenced the way consumers responded to the question, so the apparent decrease in awareness of this consumer right should be interpreted with caution.

Q6. Suppose you ordered a new electronic product by post, phone or the Internet, do you think you have the right to return the product 4 days after its delivery and get your money back, without giving any reason?



EU28

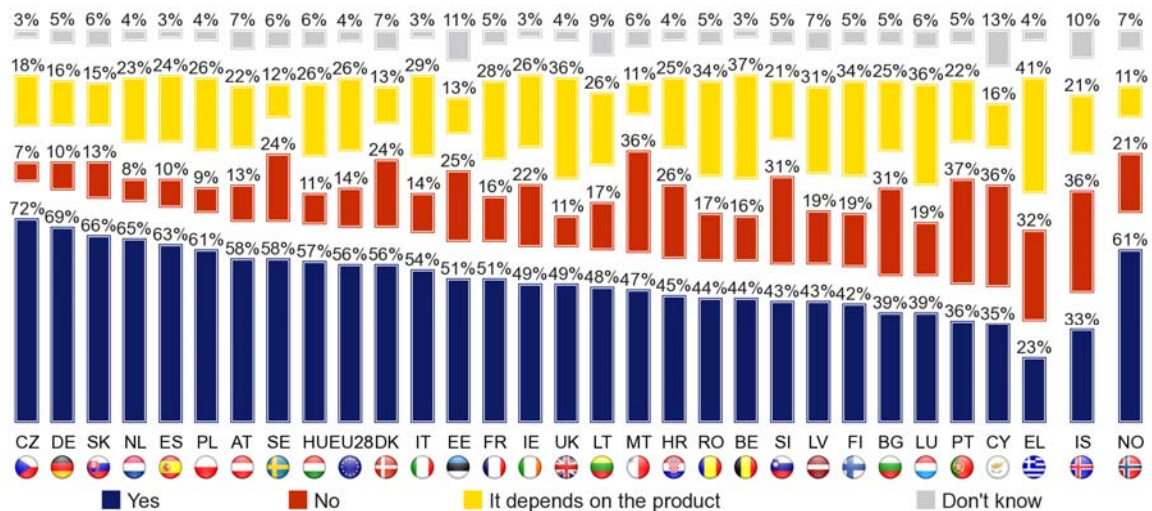
Base: all respondents (n=26.590)

Consumers in the Czech Republic are the most likely to be aware that they can return an electronic product bought online, by phone or by post four days after delivery, and receive their money back (72%), followed by those in Germany (69%), Slovakia (66%) and the Netherlands (65%). Awareness of this right is lowest amongst those in Greece (23%).

Respondents in Greece (41%), Belgium (37%), the UK, Luxembourg (both 36%), Finland and Romania (both 34%) are the most likely to say that their ability to return the item for a refund depends on the product.

Respondents in Portugal (37%), Cyprus and Malta (both 36%) are the most likely to say that they cannot return the item without giving a reason and get their money back. Similar proportions are also noticed in Iceland (36%).

Q6. Suppose you ordered a new electronic product by post, phone or the Internet, do you think you have the right to return the product 4 days after its delivery and get your money back, without giving any reason?



Base: all respondents (n=26.590)

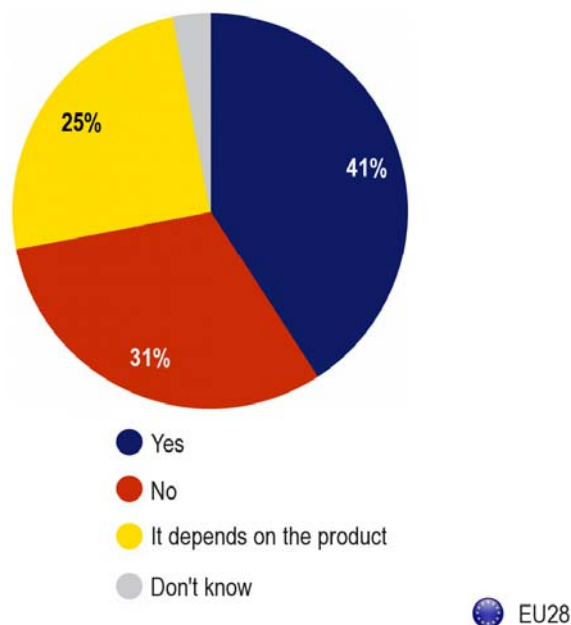
4.2. Right to return defective products

Respondents were then asked to imagine that an electronic product they purchased 18 months ago breaks down through no fault of their own, and that they do not have an extended commercial guarantee. They were asked if they have the right to have the item replaced or repaired for free.

Just over four out of ten consumers correctly say they have the right to a free repair or replacement of the item (41%)¹⁴. One quarter of consumers say that their right to free repair or replacement depends on the product (25%), while 31% say they do not have the right to a free repair or replacement.

In 2012, 56% of consumers correctly said they could have the item repaired or replaced for free. However, in the last wave this question referred to a fridge rather than a general electronic product, and only “yes” or “no” options were offered. These changes may have influenced the way consumers responded to the question, so the apparent decrease in awareness of this consumer right should be interpreted with caution.

Q7. Imagine that an electronic product you bought new 18 months ago breaks down without any fault on your part. You didn't buy or benefit from any extended commercial guarantee. Do you have the right to have it repaired or replaced for free?



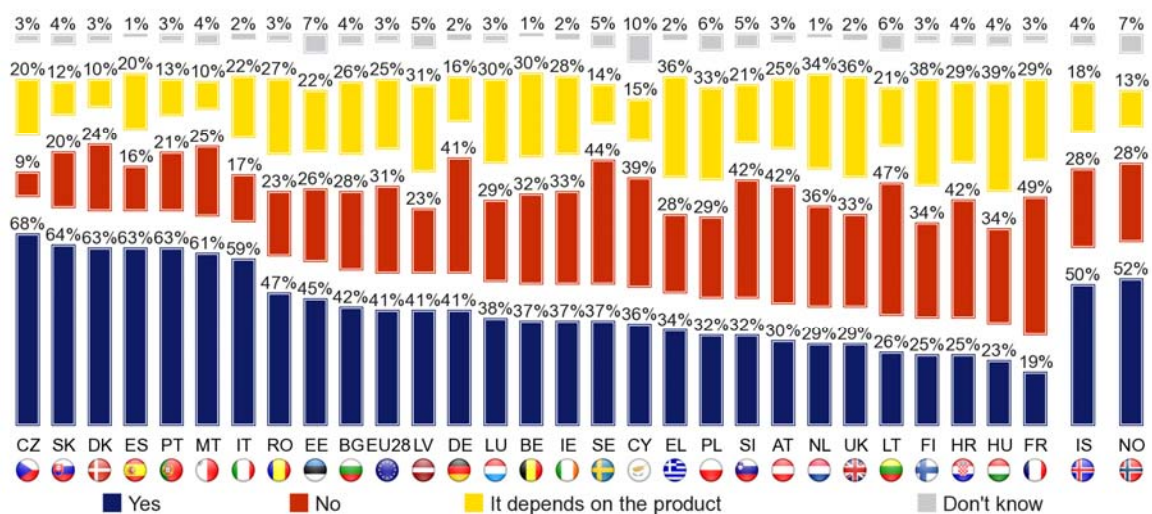
Base: all respondents (n=26.590)

¹⁴ Under EU law, if a product turns out to be faulty or not as advertised (“non-conformity”), there is a two-year guarantee, which means the seller must repair or replace it free of charge.
http://ec.europa.eu/consumers/ecc/consumer_topics/buying_goods_services_en.htm

In only seven Member States, plus in Iceland and Norway, do at least half of consumers know that they have the right to have the electronic product repaired or replaced for free. Consumers in the Czech Republic (68%), Slovakia (64%), Denmark, Spain and Portugal (all 63%) are the most likely to be aware of this right, with those in France (19%), Hungary (23%), Croatia and Finland (both 25%) least likely to be aware.

Consumers in Hungary (39%), Finland (38%), Greece and the UK (both 36%) are the most likely to say that their right to a free repair or replacement depends on the product. Almost half of all respondents in France (49%), as well as 47% of those in Lithuania and 44% in Sweden, say they do not have the right to a free repair or replacement.

Q7. Imagine that an electronic product you bought new 18 months ago breaks down without any fault on your part. You didn't buy or benefit from any extended commercial guarantee. Do you have the right to have it repaired or replaced for free?

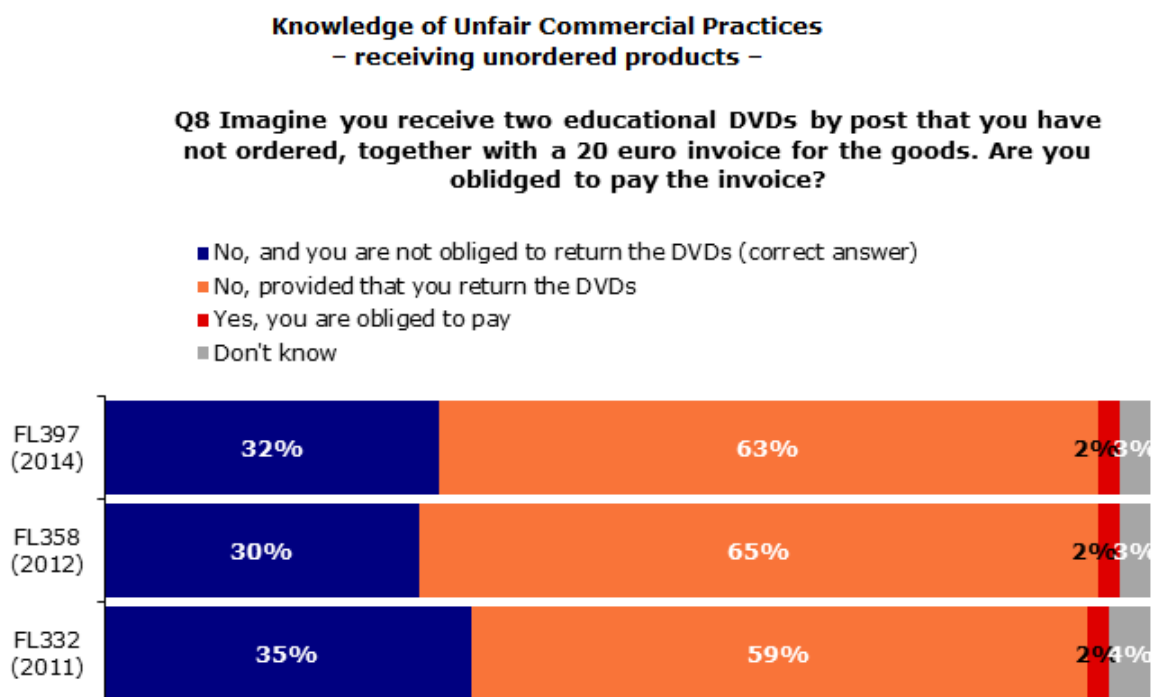


Base: all respondents (n=26.590)

4.3. Unfair commercial practices – receiving unordered products

Respondents were then asked to imagine a situation where they received two unordered educational DVDs by post, together with a €20 invoice. They were asked whether they were obliged to pay the invoice. In this case only around one third of consumers know that they are not obliged to pay for or return the DVDs (32%), while most (63%) think that they don't have to pay for the DVDs as long as they return them. A small proportion (2%) think they are obliged to pay for the DVDs.

There has been relatively little change in awareness of consumer rights in this situation since 2011 (-3 percentage points).



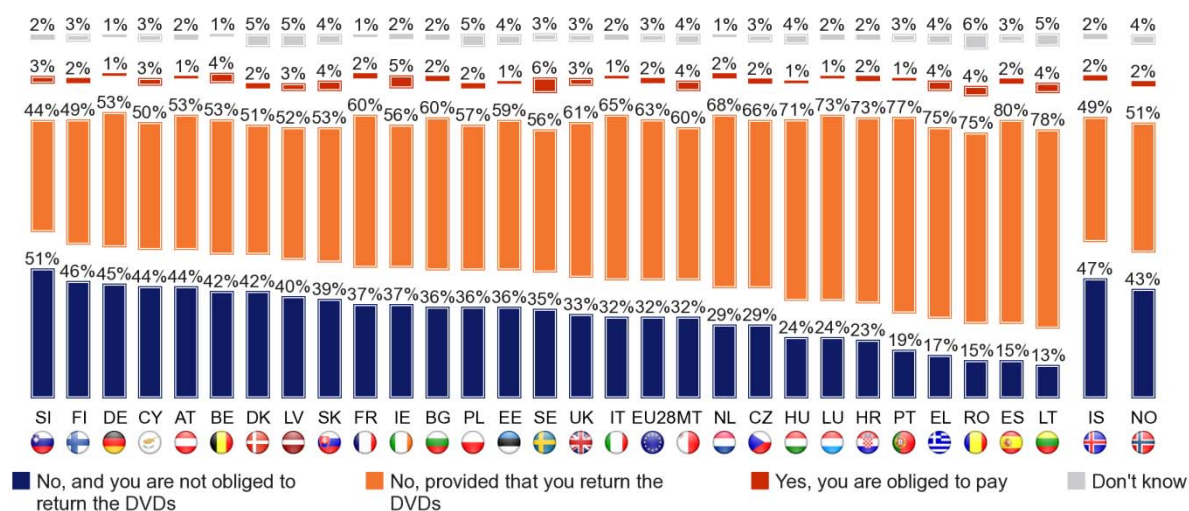
Base: all respondents (n=26.590)

Slovenia is the only country where at least half of all respondents know they are not obliged to pay the invoice or return the DVDs (51%), although 46% in Finland, 45% in Germany and 44% in Cyprus and Austria also know this to be the case. A similar proportion in Iceland say they are not obliged to return the DVDs (47%). In contrast, only 13% of respondents in Lithuania, 15% in Spain and Romania and 17% in Greece know the correct answer.

At least half of all respondents in all but two Member States incorrectly say they do not have to pay the invoice as long as they return the DVDs. Respondents in Spain (80%), Lithuania (78%), Portugal (77%), Greece and Romania (both 75%) are the most likely to give this answer. The exceptions are Slovenia (44%) and Finland (49%), along with 49% of those in Iceland.

Sweden (6%) and Ireland (5%) are the only countries where at least 5% of respondents say they are obliged to pay for the DVDs.

Q8. Imagine you receive two educational DVDs by post that you have not ordered, together with a 20 euro invoice for the goods. Are you obliged to pay the invoice?



Base: all respondents (n=26.590)

4.4. Overall levels of knowledge

- Overall knowledge about consumer rights is low -

This section provides an overview of the proportion of respondents giving three, two, one or no correct answers to the three scenarios discussed in the preceding sections. Overall, 9% of respondents correctly answered all three scenarios about consumer rights, while 32% gave two correct answers and 39% one correct answer. Just over one in five (21%) were unable to correctly answer any of the scenarios.

There are only seven Member States where at least one in ten respondents give three correct answers, with Slovakia (21%), Denmark (19%) and the Czech Republic (18%) having the highest proportions. Respondents in the Czech Republic (43%), Spain (41%), Malta and Slovakia (both 39%) are the most likely to give two correct answers, while those in Hungary (45%), Lithuania, the Netherlands (both 44%) and the UK (43%) are the most likely to give one correct answer.

Greece has the highest proportion of respondents unable to give any correct answers (45%), followed by Lithuania (35%), Croatia (34%) and Luxembourg (32%).

In general, respondents in the Czech Republic (90%), Slovakia and Denmark (both 88%) have the highest proportions of at least one correct answer, while Greece (56%) has the lowest proportion. The highest proportion of respondents who gave at least two correct answers is in the Czech Republic (61%) and Slovakia (60%).

Q6Q7Q8T - Knowledge of consumers' rights

		3 correct answers	2 correct answers	1 correct answer	0 correct answer	At least 1 correct answer	At least 2 correct answers
	EU28	9%	32%	39%	21%	79%	40%
	SK	21%	39%	28%	12%	88%	60%
	DK	19%	36%	33%	12%	88%	55%
	CZ	18%	43%	29%	10%	90%	61%
	DE	15%	38%	33%	14%	86%	53%
	IT	12%	35%	39%	14%	86%	47%
	BE	10%	28%	36%	26%	74%	38%
	SE	10%	31%	39%	20%	80%	41%
	LV	9%	29%	39%	23%	77%	38%
	SI	9%	30%	38%	22%	78%	39%
	EE	9%	33%	38%	19%	81%	42%
	AT	9%	32%	41%	18%	82%	41%
	MT	9%	39%	35%	17%	83%	48%
	PL	8%	32%	40%	20%	80%	40%
	BG	7%	27%	42%	24%	76%	34%
	ES	7%	41%	39%	14%	86%	48%
	FI	6%	25%	42%	26%	74%	31%
	CY	6%	27%	42%	24%	76%	33%
	PT	6%	30%	40%	24%	76%	36%
	IE	6%	30%	42%	21%	79%	36%
	NL	6%	31%	44%	19%	81%	37%
	FR	5%	26%	40%	29%	71%	31%
	UK	5%	26%	43%	26%	74%	31%
	HR	4%	20%	42%	34%	66%	24%
	RO	4%	26%	41%	29%	71%	30%
	LU	3%	26%	39%	32%	68%	29%
	HU	3%	24%	45%	27%	73%	27%
	EL	2%	15%	39%	45%	55%	17%
	LT	2%	18%	44%	35%	65%	20%
	IS	10%	31%	39%	20%	80%	41%
	NO	18%	35%	33%	14%	86%	53%

Base: all respondents (n=26.590)

In general, the socio-demographic analysis reveals no notable differences, although age group provides the exception. The younger the respondent, the more likely they are to be unable to give any correct answers: 30% of 15-24 year-olds give no correct answers, compared to 18% of those aged 55+. Overall, 81%-82% of respondents aged 40 or more gave at least one correct answer while only 70% of 15-24 year old respondents did so. Also, 43%-44% of those aged at least 40 answered at least two correct responses, whereas 27% of the youngest age category were able to do so.

In general, male respondents are more likely to give at least one correct answer. More than eight in ten men (82%) gave at least one correct answer and 43% of men gave at least two correct answers (vs. 77% and 38% of women respectively).

Q6Q7Q8T - Knowledge of consumers' rights

	3 correct answers	2 correct answers	1 correct answer	0 correct answer	At least 1 correct answer	At least 2 correct answers
EU28	9%	32%	39%	21%	79%	40%
 Sex						
Male	10%	33%	38%	18%	82%	43%
Female	8%	30%	39%	23%	77%	38%
 Age						
15-24	4%	24%	43%	30%	70%	27%
25-39	8%	32%	38%	22%	78%	41%
40-54	11%	33%	37%	19%	81%	44%
55 +	10%	34%	39%	18%	82%	43%

Base: all respondents (n=26.590)

V. PROBLEMS AND COMPLAINTS

This section of the report looks at the incidence of problems with purchases of goods or services, as well as consumers' experience of the complaints process and their satisfaction with the way their complaint was handled. The reasons why consumers do not make a complaint are also considered.

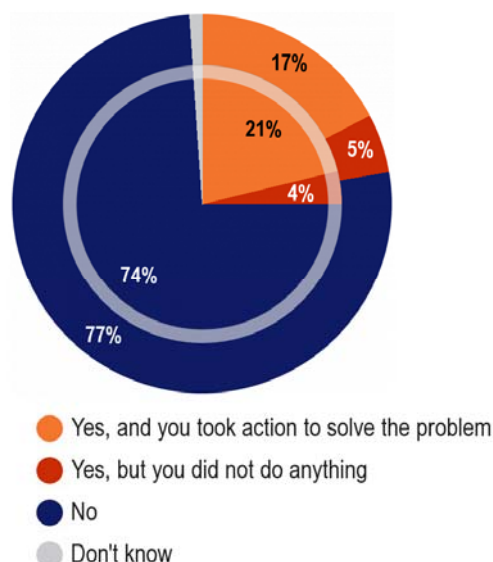
Finally, problems encountered when shopping online, including issues with delivery and problems encountered with cross-border online shopping, will be reviewed.

5.1. Overall incidence of problems and complaints

- Around one in five consumers have experienced a problem buying or using goods or services that they felt was legitimate cause for complaint -

Respondents were asked whether, in the past 12 months, they had experienced any problems buying or using goods or services that they felt gave them a legitimate cause to make a complaint¹⁵. Overall, 22% say they had, with 17% (-4 since 2012) saying they took action to solve the problem and 5% (+1 since 2012) saying they did nothing. However, more than three-quarters of respondents (77%, +3 since 2012) say they have not experienced a problem that they thought gave them a legitimate reason to complain. Generally, respondents seem to have experienced slightly less problems than in 2012.

Q9. In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?



Inner pie : FL358 Sept. 2012

Outer pie : FL397 Apr. 2014

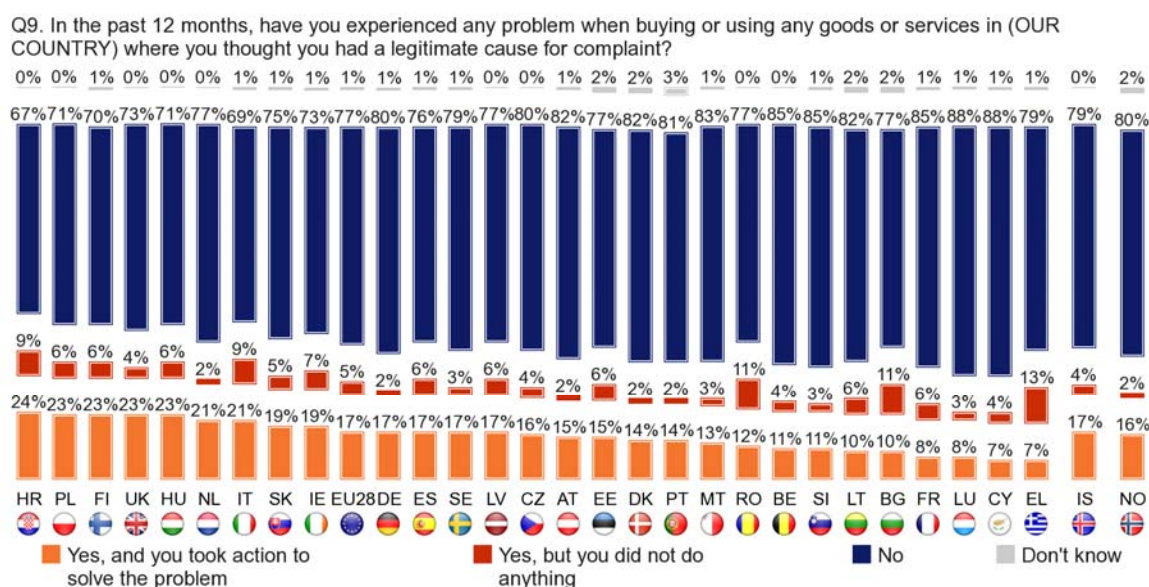
EU28

Base: all respondents (n=26.590)

Respondents in Croatia are the most likely to say they had a legitimate cause to make a complaint (33%), followed by those in Italy (30%), Hungary, Poland and Finland (all 29%). At the other end of the scale, just 11% of respondents in Luxembourg and Cyprus and 14% of those in France and Slovenia say the same.

Respondents in Croatia (24%), Poland, Finland, the UK, Hungary (all 23%), the Netherlands and Italy (both 21%) are the most likely to say they had a legitimate cause for complaint and they took action to solve the problem. Respondents in Greece, Cyprus (both 7%), Luxembourg and France (both 8%) are the least likely to say this.

Respondents in Greece (13%), Bulgaria, Romania (both 11%), Italy and Croatia (both 9%) are the most likely to say they had a cause for complaint but did not do anything. This compares with just 2% of those in Portugal, Denmark, Austria, Germany, the Netherlands. Iceland and Norway present very similar proportions to the EU average.



The largest declines since 2012¹⁵ in the proportions of those who say that they had a legitimate cause for complaint and that they took action to solve the problem are in Cyprus (7%, -20) and Sweden (17%, -15). On the other hand, the largest increases among respondents who did not have a cause for complaint are in Cyprus (88%, +27), Sweden (79%, +16) and the Czech Republic (80%, +16). Norway has quite large evolutions: the proportions of those who say that they had a legitimate cause for complaint and that they took action to solve the problem decreased by 16 percentage points (16%) and the proportion of those who did not have a cause for complaint increased by 18 points (80%).

¹⁵ In 2012, the question was slightly different and therefore comparison should be taken with caution. In 2012, the question was the following: In the past 12 months, have you had legitimate cause for complaint when buying or using any goods or services in (OUR COUNTRY)?

¹⁶ Ibid. 15.

Q9 In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

		Yes, and you took action to solve the problem	Diff. FL397 - FL358	Yes, but you did not do anything	Diff. FL397 - FL358	No	Diff. FL397 - FL358	Don't know	Diff. FL397 - FL358
	EU28	17%	-4	5%	+1	77%	+3	1%	=
	BE	11%	-2	4%	=	85%	+3	0%	-1
	BG	10%	-8	11%	-1	77%	+8	2%	+1
	CZ	16%	-8	4%	-7	80%	+16	0%	-1
	DK	14%	-8	2%	=	82%	+7	2%	+1
	DE	17%	-10	2%	-1	80%	+10	1%	+1
	EE	15%	-1	6%	-2	77%	+3	2%	=
	IE	19%	-6	7%	+2	73%	+3	1%	+1
	EL	7%	-14	13%	+1	79%	+13	1%	=
	ES	17%	-8	6%	+3	76%	+5	1%	=
	FR	8%	+1	6%	+2	85%	-4	1%	+1
	HR	24%	+1	9%	-3	67%	+2	0%	=
	IT	21%	+6	9%	+4	69%	-10	1%	=
	CY	7%	-20	4%	-7	88%	+27	1%	=
	LV	17%	+1	6%	-4	77%	+3	0%	=
	LT	10%	-3	6%	-1	82%	+3	2%	+1
	LU	8%	+1	3%	=	88%	-2	1%	+1
	HU	23%	+2	6%	-2	71%	+1	0%	-1
	MT	13%	-1	3%	=	83%	=	1%	+1
	NL	21%	-12	2%	-2	77%	+14	0%	=
	AT	15%	-3	2%	=	82%	+3	1%	=
	PL	23%	-6	6%	+2	71%	+4	0%	=
	PT	14%	-3	2%	-1	81%	+2	3%	+2
	RO	12%	+2	11%	+6	77%	-7	0%	-1
	SI	11%	-8	3%	-1	85%	+9	1%	=
	SK	19%	-11	5%	+2	75%	+9	1%	=
	FI	23%	-4	6%	+1	70%	+3	1%	=
	SE	17%	-15	3%	-1	79%	+16	1%	=
	UK	23%	-4	4%	+1	73%	+4	0%	-1
	IS	17%	-3	4%	+2	79%	+2	0%	-1
	NO	16%	-16	2%	-3	80%	+18	2%	+1

Base: all respondents (n=26.590)

The socio-demographic analysis shows that those aged 55+ are the least likely to say they have, in the last 12 months, experienced a problem buying or using goods or services that they felt gave them a legitimate cause to make a complaint – particularly when compared to those aged 25-39 (17% vs. 29%). In addition, those with the highest education levels are more likely to say they had a cause for complaint, particularly compared to those who left school aged 15 or younger (25% vs. 17%).

Those who use the Internet for private purposes are more likely to say they had a cause for complaint than those who do not (25% vs. 13%).

Q9 In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

	Total 'Yes'	No	Don't know
EU28	22%	77%	1%
Sex			
Male	24%	75%	1%
Female	21%	78%	1%
Age			
15-24	24%	75%	1%
25-39	29%	70%	1%
40-54	24%	76%	0%
55 +	17%	82%	1%
Education (End of)			
15-	17%	82%	1%
16-19	20%	79%	1%
20+	25%	74%	1%
Still studying	24%	76%	0%
Use of Internet for private purposes			
Yes	25%	74%	1%
No	13%	86%	1%
Daily	26%	73%	1%
Weekly	19%	80%	1%
Monthly	19%	81%	0%
Less often	15%	83%	2%
Never	13%	86%	1%

Base: all respondents (n=26.590)

The results of this question were also re-analysed using just those respondents who said they have cause for complaint¹⁷. From this group, just over three-quarters (76%) said they took action to solve their problem, while 24% did nothing. Respondents are now less likely to say they took action to solve the problem than they were in 2012 (83%, -7 points)¹⁸.

Respondents who had a legitimate cause for complaint in the Netherlands are the most likely to say they took action to solve the problem (90%), followed by those in Germany (89%), Portugal (87%) and Austria (86%). In fact, the majority of respondents in all but two Member States say they took action to solve their problem. The exceptions are Greece and Bulgaria, where 64% and 53% of respondents respectively said they did not do anything. Respondents in Romania (48%) and France (45%) are also relatively likely to give this response. Norway (87%) and Iceland (84%) have high proportions of respondents who took action to solve the problem.

The largest positive evolutions for respondents who had a legitimate cause for complaint and took action to solve the problem are in Latvia (73%, +11 points) and the Czech Republic (79%, +9 points), while the largest negative evolutions are in Greece (36%, -28 points), Bulgaria (47%, -14 points) and Romania (52%, -14 points).

¹⁷ Results for the following countries are based on a very small sample (less than 100 observations) and should therefore be considered as mainly indicative: CY (54), LU (56) and MT (78). For this reason, they are not included in the discussion.

¹⁸ Ibid. 15.

Complaining in case of problems

Q9b In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

		Yes, and you took action to solve the problem	Diff. FL397 - FL358	Yes, but you did not do anything	Diff. FL397 - FL358
	EU28	76%	-7	24%	+7
	LV	73%	+11	27%	-11
	CZ	79%	+9	21%	-9
	PL	80%	+7	20%	-7
	HR	72%	+6	28%	-6
	EE	70%	+1	30%	-1
	PT	87%	=	13%	=
	NL	90%	-1	10%	+1
	LT	63%	-1	37%	+1
	DE	89%	-2	11%	+2
	AT	86%	-2	14%	+2
	LU	72%	-2	28%	+2
	MT	81%	-3	19%	+3
	BE	73%	-4	27%	+4
	IT	71%	-4	29%	+4
	SE	85%	-5	15%	+5
	HU	80%	-5	20%	+5
	UK	84%	-6	16%	+6
	CY	65%	-6	35%	+6
	DK	85%	-7	15%	+7
	SK	80%	-8	20%	+8
	SI	77%	-8	23%	+8
	IE	74%	-10	26%	+10
	FI	80%	-11	20%	+11
	FR	55%	-12	45%	+12
	ES	75%	-13	25%	+13
	RO	52%	-14	48%	+14
	BG	47%	-14	53%	+14
	EL	36%	-28	64%	+28
	IS	84%	-6	16%	+6
	NO	87%	=	13%	=

Base: Respondents who had a legitimate cause for complaint when buying or using any goods or services
(n= 5.975)

An analysis of the socio-demographic variables for those respondents who said they had a legitimate cause for complaint reveals the following differences:

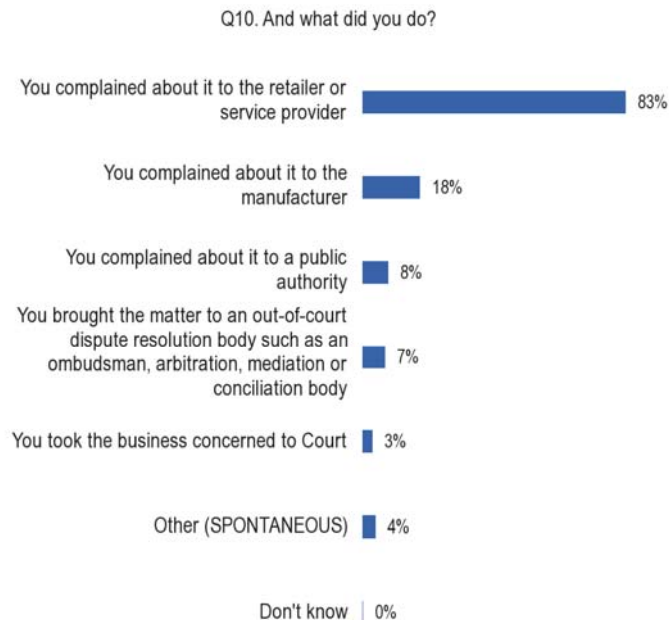
- The longer a respondent remained in education, the more likely they are to say they took action to solve the problem: 69% of those with the lowest education levels say this, compared to 75% who finished education aged 16-19, and 79% of those who completed education aged 20+.
- Employees are the most likely to say they took action to solve the problem (82%), followed by the self-employed (76%), those who are not working (71%) and manual workers (70%).
- Respondents who use the Internet for private purposes are more likely to say they took action compared to those who do not (77% vs. 62%).
- The more numerical skills consumers have the more likely they are to have taken action to solve the problem (68% vs. 73%-78%).
- The greater a respondent's knowledge about consumer rights, the more likely they are to have taken action to solve the problem: 71% of those with no correct responses in this area took action, compared to 80% of those who correctly identified all three consumer rights.

Q9b In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

	Yes, and you took action to solve the problem	Yes, but you did not do anything
EU28	76%	24%
 Sex		
Male	74%	26%
Female	77%	23%
 Education (End of)		
15-	69%	31%
16-19	75%	25%
20+	79%	21%
Still studying	71%	29%
 Respondent occupation scale		
Self-employed	76%	24%
Employee	82%	18%
Manual workers	70%	30%
Not working	71%	29%
Use of Internet for private purposes		
Yes	77%	23%
No	62%	38%
Daily	78%	22%
Weekly	72%	28%
Monthly	69%	31%
Less often	74%	26%
Never	62%	38%
Consumer numerical skills		
2 correct responses	78%	22%
1 correct response	73%	27%
0 correct responses	68%	32%
Knowledge of consumers' rights		
3 correct responses	80%	20%
2 correct responses	77%	23%
1 correct response	75%	25%
0 correct responses	71%	29%

Base: Respondents who had a legitimate cause for complaint when buying or using any goods or services
(n= 5.975)

Respondents who felt they had a legitimate cause for complaint, and who took action to resolve it, were asked what kind of action they took. Most (83%) complained directly to the retailer or service provider, while 18% complained to the manufacturer. Fewer than one in ten complained to a public authority (8%) or an out-of-court dispute resolution body (7%), while less than one in twenty took the business concerned to court (3%).



EU28

Base: Respondents who experienced problems and took action to solve the problem (n=4.516)

Compared to the previous survey in 2012, respondents are slightly less likely to have taken action by complaining to a retailer or service provider (-3 points), but slightly more likely to have complained to a manufacturer (+3), a public authority (+3) or an out-of-court dispute resolution body (+2).

Sample sizes were too small (for most of the countries) to perform a country-level analysis for this question.

The socio-demographic analysis illustrates that those aged 40+ are less likely to have only complained to the retailer, provider or manufacturer than younger respondents (77%-79% vs. 83%-93%). There are no other notable differences.

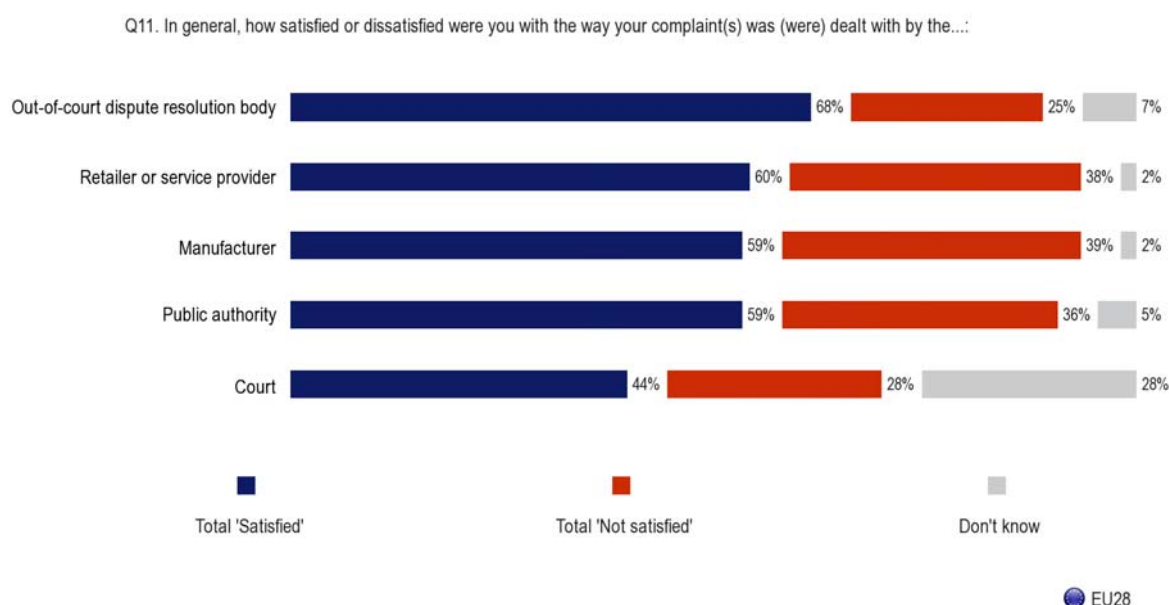
Q10 And what did you do? (MULTIPLE ANSWERS POSSIBLE)

	Complained at least to one of the following: retailer, provider or manufacturer	Complained only to one of the following: retailer, provider or manufacturer	Other (SPONTANEOUS)	Don't know
EU28	91%	82%	4%	0%
 Sex				
Male	90%	80%	4%	0%
Female	92%	83%	3%	1%
 Age				
15-24	95%	93%	1%	0%
25-39	92%	83%	3%	1%
40-54	89%	77%	5%	0%
55 +	90%	79%	5%	0%

Base: Respondents who experienced problems and took action to solve the problem (n=4.516)

Respondents who had complained to each type of body were asked how satisfied they were with the way these bodies dealt with their complaint. Those who complained to an out-of-court dispute resolution body are the most likely to say they were satisfied (68%), followed by those who complained to a retailer or service provider (60%), manufacturer or public authority (both 59%). Respondents who took their complaint to court are the least likely to be satisfied with the way their complaint was dealt with (44%).

Compared to the last survey in 2012, respondents are less likely to be satisfied with the way courts (-7 points) or retailers or service providers handled their complaint (-6). They are, however, more likely to be satisfied with the way public authorities (+12) and out-of-court bodies (+11) handled their complaint.



Base: Respondents who experienced problems and complained in an out-of-court dispute resolution body (n=295), to a retailer or service provider (n=3.767), a manufacturer (n=834), a public authority (n=353) and/or a court (n=125)

Sample sizes were too small to perform a country-level analysis for this question.

The socio-demographic analysis for those who complained to a retailer or service provider shows that the youngest respondents are the most likely to be satisfied with the way the retailer or provider dealt with their complaint (68% of 15-24 year-olds vs. 59% of 25-54 year-olds and 61% of those aged 55+). In addition, those with the lowest education levels are the least likely to be satisfied (54% of those who left education aged 15 or under vs. 59%-60% of those with higher levels of education and 79% of those who are still studying). Respondents living in a household with an easy financial situation are more likely to be satisfied with the way the retailer or provider dealt with their complaint than those who say their financial situation is difficult (63% vs. 57%).

Q11 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the....:

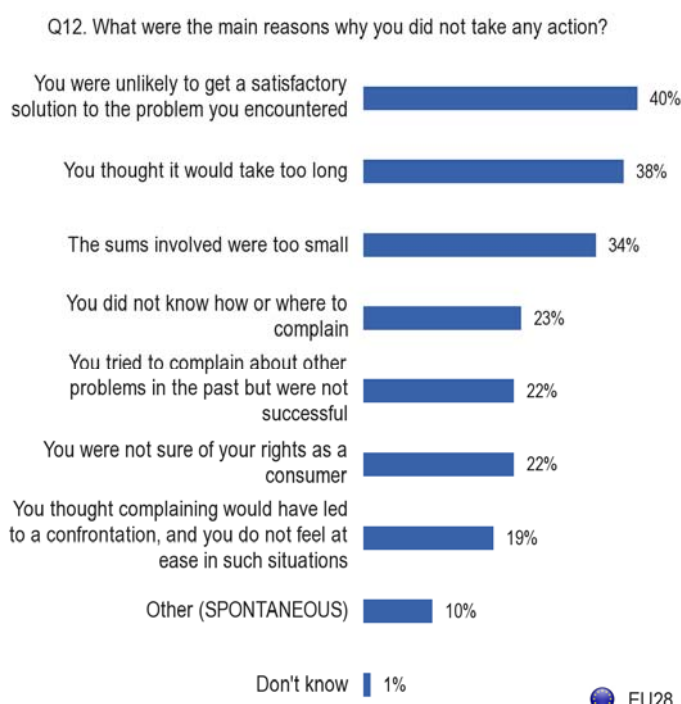
	Out-of-court dispute resolution body			Retailer or service provider			Manufacturer			Public authority			Court		
	Total 'Satisfied'	Total 'Not satisfied'	Don't know	Total 'Satisfied'	Total 'Not satisfied'	Don't know	Total 'Satisfied'	Total 'Not satisfied'	Don't know	Total 'Satisfied'	Total 'Not satisfied'	Don't know	Total 'Satisfied'	Total 'Not satisfied'	Don't know
EU28	68%	25%	7%	60%	38%	2%	59%	39%	2%	59%	36%	5%	44%	28%	28%
 Sex															
Male	73%	21%	6%	61%	38%	1%	57%	40%	3%	46%	48%	6%	42%	32%	26%
Female	61%	32%	7%	60%	39%	1%	61%	37%	2%	71%	25%	4%	51%	18%	31%
 Age															
15-24	92%	8%	0%	68%	32%	0%	56%	43%	1%	55%	45%	0%	85%	15%	0%
25-39	62%	32%	6%	59%	40%	1%	65%	33%	2%	57%	39%	4%	36%	37%	27%
40-54	75%	19%	6%	59%	39%	2%	52%	46%	2%	61%	35%	4%	42%	26%	32%
55 +	61%	30%	9%	61%	38%	1%	59%	35%	6%	61%	30%	9%	43%	24%	33%
 Education (End of)															
15-	58%	31%	11%	54%	44%	2%	47%	48%	5%	47%	45%	8%	42%	0%	58%
16-19	78%	16%	6%	60%	38%	2%	60%	38%	2%	72%	23%	5%	35%	35%	30%
20+	63%	32%	5%	59%	40%	1%	57%	40%	3%	57%	40%	3%	52%	23%	25%
Still studying	51%	15%	34%	79%	21%	0%	72%	26%	2%	37%	48%	15%	48%	45%	7%

Base: Respondents who experienced problems and complained in an out-of-court dispute resolution body (n=295), to a retailer or service provider (n=3.767), a manufacturer (n=834), a public authority (n=353) and/or a court (n=125)

Base sizes were too small to perform this analysis for other options.

Respondents who felt they have a legitimate cause for complaint about a product or service, but who did not take any action, were asked the reasons for their inaction. Four in ten (40%) said they were unlikely to get a satisfactory solution to the problem they encountered, while 38% thought it would take too long and 34% said the sums involved were too small.

Around one in five said they did not know how or where to complain (23%), they had tried to complain about other problems in the past but were not successful, they were unsure of their rights as a consumer (both 22%) or that they thought complaining would lead to confrontation and they do not feel at ease in such situations (19%).



Base: Respondents who experienced problems but didn't take any action (n=1.459)

A country-level analysis could not be performed for this question due to low base sizes.

The socio-demographic analysis illustrates the following differences:

- Men are more likely than women to say they did not complain because the sums involved were too small (39% vs. 28%).
- The younger the respondent, the more likely they are to say the sums involved were too small, or that they thought any action would take too long. For example, 45% of 15-24 year-olds thought the sums involved were too small, compared to 27% of those aged 55+. 15-24 year-olds are also the most likely to say they did not complain because they were unsure about their rights as a consumer (31% vs. 18%-24%). On the other hand, the youngest respondents are the least likely to say they thought complaining would have led to a confrontation, and they do not feel at ease in such situations – particularly compared to those aged 55+ (15% vs. 23%).

- The earlier a respondent finished education, the more likely they are to say they did not know how or where to complain, or that they thought complaining would have led to a confrontation, and they do not feel at ease in such situations. For example, 16% of those who completed education aged 20+ say they did not know how or where to complain, compared to 39% of those who completed education aged 15 or under. Those with the lowest education levels are also the most likely to say they were unlikely to get a satisfactory solution to the problem (51% vs. 36%-39%).
- Consumers with the lowest knowledge of their rights are the most likely to say they did not take action because they were unlikely to get a satisfactory solution to the problem, they did not know how or where to complain, or that they were unsure about their rights as a consumer. For example, 45% of those who correctly identified one out of three consumer rights said they were unlikely to get a satisfactory solution to the problem, compared to 31% of those who knew all three consumer rights.

Q12 What were the main reasons why you did not take any action? (MULTIPLE ANSWERS POSSIBLE)

	You were unlikely to get a satisfactory solution to the problem you encountered	You thought it would take too long	The sums involved were too small	You did not know how or where to complain	You were not sure of your rights as a consumer	You tried to complain about other problems in the past but were not successful	You thought complaining would have led to a confrontation, and you do not feel at ease in such situations	Other (SPONTANEOUS)	Don't know
EU28	40%	38%	34%	23%	22%	22%	19%	10%	1%
Sex									
Male	39%	39%	39%	24%	24%	22%	18%	10%	1%
Female	41%	37%	28%	21%	19%	23%	19%	11%	1%
Age									
15-24	40%	45%	45%	23%	31%	15%	15%	4%	0%
25-39	42%	41%	35%	21%	18%	25%	16%	11%	0%
40-54	41%	37%	36%	23%	24%	26%	18%	9%	1%
55 +	36%	33%	27%	24%	18%	19%	23%	14%	2%
Education (End of)									
15-	51%	32%	25%	39%	25%	22%	34%	6%	5%
16-19	36%	34%	31%	24%	22%	25%	20%	11%	1%
20+	39%	40%	36%	16%	18%	20%	15%	12%	0%
Still studying	48%	51%	45%	23%	35%	22%	14%	4%	0%
Respondent occupation scale									
Self-employed	40%	56%	31%	16%	18%	19%	16%	9%	0%
Employee	45%	33%	38%	19%	20%	22%	11%	12%	0%
Manual workers	27%	36%	35%	24%	19%	31%	15%	7%	2%
Not working	39%	37%	33%	26%	25%	21%	24%	11%	1%
Knowledge of consumers' rights									
3 correct responses	31%	32%	38%	17%	18%	24%	16%	18%	4%
2 correct responses	34%	37%	33%	19%	14%	22%	18%	11%	1%
1 correct response	45%	40%	35%	23%	30%	19%	20%	8%	1%
0 correct responses	42%	38%	34%	29%	20%	26%	19%	11%	0%

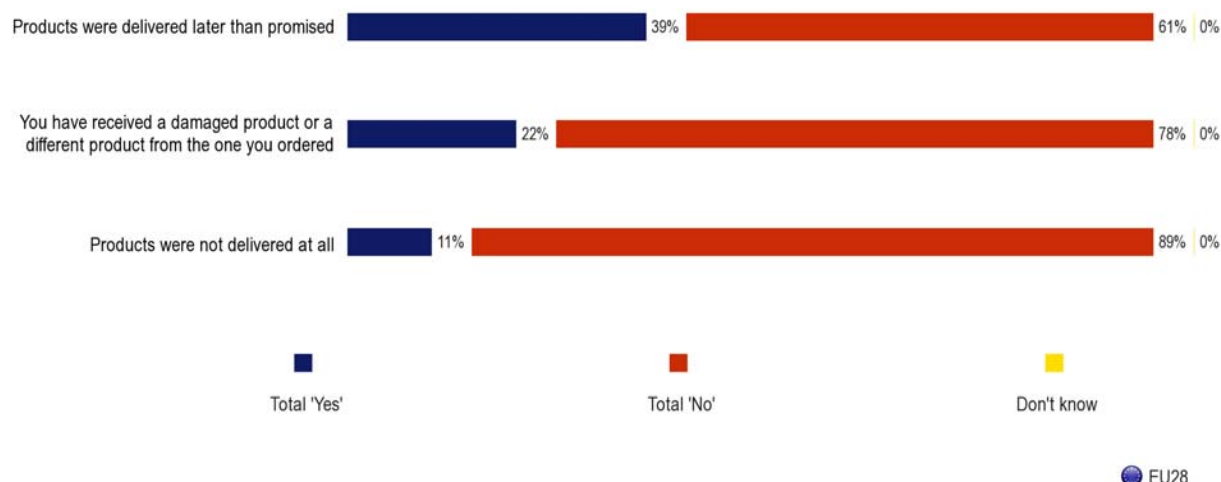
Base: Respondents who experienced problems but didn't take any action (n=1.459)

5.2. Problems encountered when shopping online

5.2.1. Problems with the delivery of online purchases

Respondents who have shopped online were asked about their experience of three different problems in the last 12 months. Almost four in ten say products have been delivered later than promised (39%), while 22% say they received either a damaged product or a different one from the one they ordered. Just over one in ten (11%) say their products were not delivered at all.

Q14T. I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying either in (OUR COUNTRY) or in another EU country during the last 12 months...?

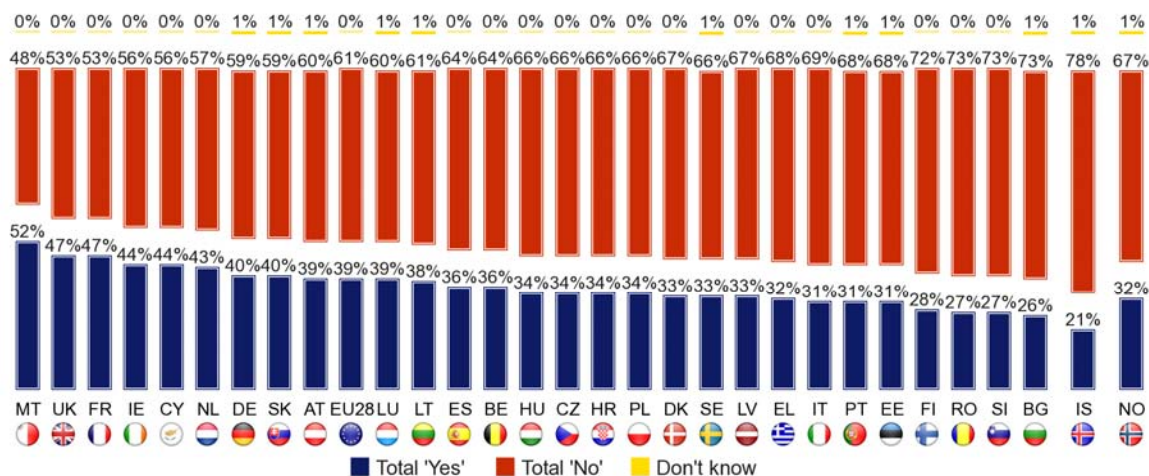


Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Malta is the only Member State where at least half of online shoppers say they have experienced late delivery of products when buying online (52%), although 47% of those in the UK and France and 44% in Ireland and Cyprus have also had this experience. At the other end of the scale, 26% in Bulgaria and 27% in Romania and Slovenia say products have been delivered later than promised when buying online. Iceland marks the lowest proportion of respondents who say that products were delivered later than promised (21%).

Q14T2. I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying either in (OUR COUNTRY) or in another EU country during the last 12 months...?

Products were delivered later than promised

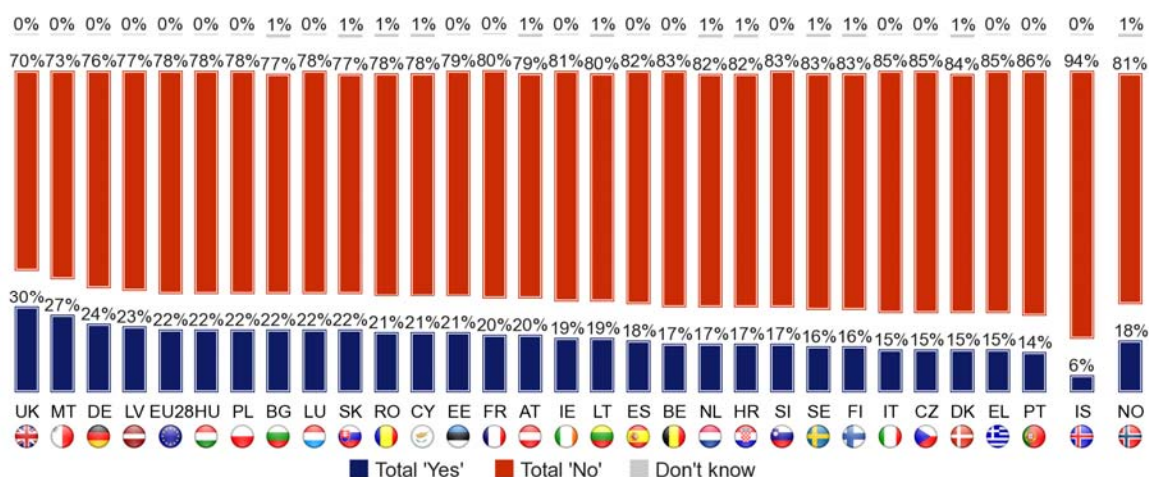


Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Three in ten of those respondents in the UK who have shopped online say they have received a damaged product or a different one to what was ordered (30%), as have 27% of those in Malta, 24% in Germany and 23% in Latvia. In contrast, only 14% in Portugal and 15% in Greece, Denmark, Italy and the Czech Republic say this. Again, Iceland has the lowest share of those who have received a damaged product or a different one to what was ordered (6%).

Q14T1. I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying either in (OUR COUNTRY) or in another EU country during the last 12 months...?

You have received a damaged product or a different product from the one you ordered

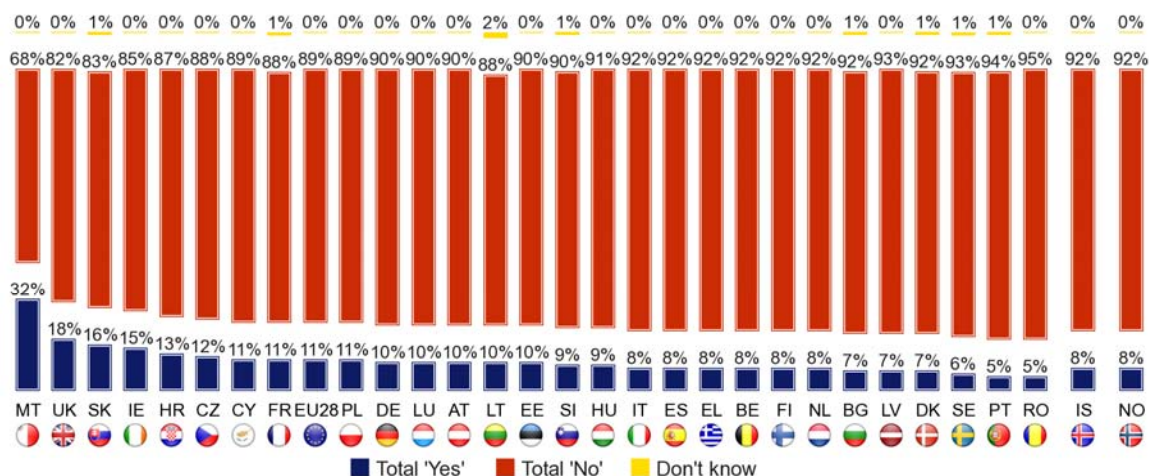


Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Almost one third of those in Malta who have shopped online say their products were not delivered at all (32%), as do 18% of those in the UK, 16% in Slovakia and 15% in Ireland. This problem is least likely to be reported by online shoppers in Romania, Portugal (both 5%) and Sweden (6%).

Q14T3. I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying either in (OUR COUNTRY) or in another EU country during the last 12 months...?

Products were not delivered at all



Base: Respondents who shop online in their country or in an EU country (n = 13.646)

The socio-demographic analysis illustrates few differences. The oldest respondents are the least likely to say they have experienced each of these three issues. For example, 24% of those aged 55+ say products were delivered later than promised, compared to 52% of 15-24 year-olds, 44% of 25-39 year-olds and 37% of 40-54 year-olds.

Daily Internet users are more likely to have experienced late delivery than those who use the Internet less frequently (41% vs. 24%-33%). This might be related to the fact that daily internet users make also more purchases online. Respondents who make cross-border purchases online are more likely to experience each of the three issues. For instance, 26% of respondents that have made a cross-border purchase have received a damaged product or a different product from the one ordered, while this share is 22% for those respondents who buy online domestically.

Q14T I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying either in (OUR COUNTRY) or in another EU country during the last 12 months...?

	You have received a damaged product or a different product from the one you ordered		Products were delivered later than promised		Products were not delivered at all	
	Total 'Yes'	Total 'No'	Total 'Yes'	Total 'No'	Total 'Yes'	Total 'No'
EU28	22%	78%	39%	61%	11%	89%
 Age						
15-24	24%	76%	52%	48%	14%	86%
25-39	25%	75%	44%	56%	12%	88%
40-54	21%	79%	37%	63%	11%	89%
55 +	15%	85%	24%	75%	7%	92%
Use of Internet for private purposes						
Daily	22%	78%	41%	59%	11%	89%
Weekly	18%	82%	28%	72%	6%	94%
Monthly	17%	83%	33%	66%	12%	88%
Less often	12%	84%	24%	72%	8%	87%
Goods or services purchased via the Internet						
Domestic purchase	22%	78%	40%	60%	11%	89%
Cross-border purchase	26%	74%	46%	54%	14%	86%

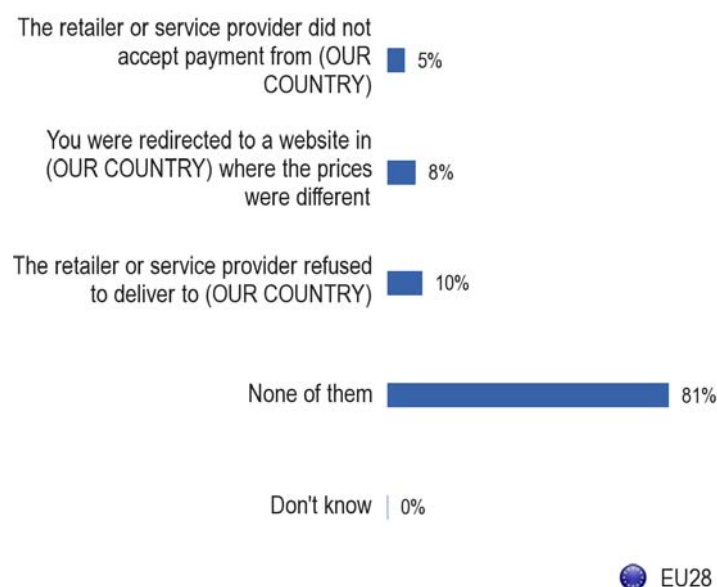
Base: Respondents who shop online in their country or in an EU country (n= 13.646)

5.2.2. Problems with EU cross-border online shopping

Respondents who have purchased online from another EU country were asked if they had experienced a range of problems in the last 12 months when making these cross-border purchases. Around one in five (19%) had experienced at least one of the problems asked about: 10% said the retailer or provider refused to deliver to their country, 8% said they were redirected to a website in their country where the prices were different, while 5% said the retailer or provider did not accept payment from their country.

The large majority, however, have not experienced any of these problems in the last 12 months (81%).

Q15. During the past 12 months, have you come across any of the following problems when buying goods and services online from another EU country?



Base: Respondents who shop online in another EU country (n=4.273)

MULTIPLE ANSWERS POSSIBLE

At least half of all respondents in Luxembourg, Malta (both 56%) and Ireland (50%) say they have experienced at least one of these problems when buying goods or services from another EU country¹⁹. This is much higher than the EU28 average of 18%, and also than the Member State with the next highest level: Austria (36%). Germany is the only country where fewer than one in ten say they have experienced at least one of these problems (3%), followed by Italy (11%) and Portugal (12%).

¹⁹ Results for the following countries are based on a very small sample (less than 100 observations) and should therefore be considered as mainly indicative: HU (85), PL (83) and RO (37). For this reason, they are not included in the discussion.

Q15 During the past 12 months, have you come across any of the following problems when buying goods and services online from another EU country?

		Total 'Yes'	None of them	Don't know
	EU28	18%	81%	0%
	BE	33%	67%	0%
	BG	23%	74%	3%
	CZ	24%	76%	0%
	DK	24%	74%	1%
	DE	3%	97%	0%
	EE	21%	79%	0%
	IE	50%	50%	0%
	EL	31%	69%	0%
	ES	16%	84%	0%
	FR	14%	86%	0%
	HR	30%	70%	0%
	IT	11%	88%	1%
	CY	33%	64%	2%
	LV	29%	71%	0%
	LT	19%	79%	2%
	LU	56%	44%	0%
	HU	30%	70%	0%
	MT	56%	42%	2%
	NL	14%	86%	0%
	AT	36%	63%	1%
	PL	17%	80%	2%
	PT	12%	87%	1%
	RO	28%	67%	5%
	SI	27%	73%	0%
	SK	19%	81%	0%
	FI	22%	77%	1%
	SE	17%	82%	0%
	UK	25%	74%	0%
	IS	40%	59%	1%
	NO	24%	76%	0%

Base: Respondents who shop online in another EU country (n=4.273)

The socio-demographic analysis does not reveal any notable differences.

VI. UNFAIR COMMERCIAL PRACTICES

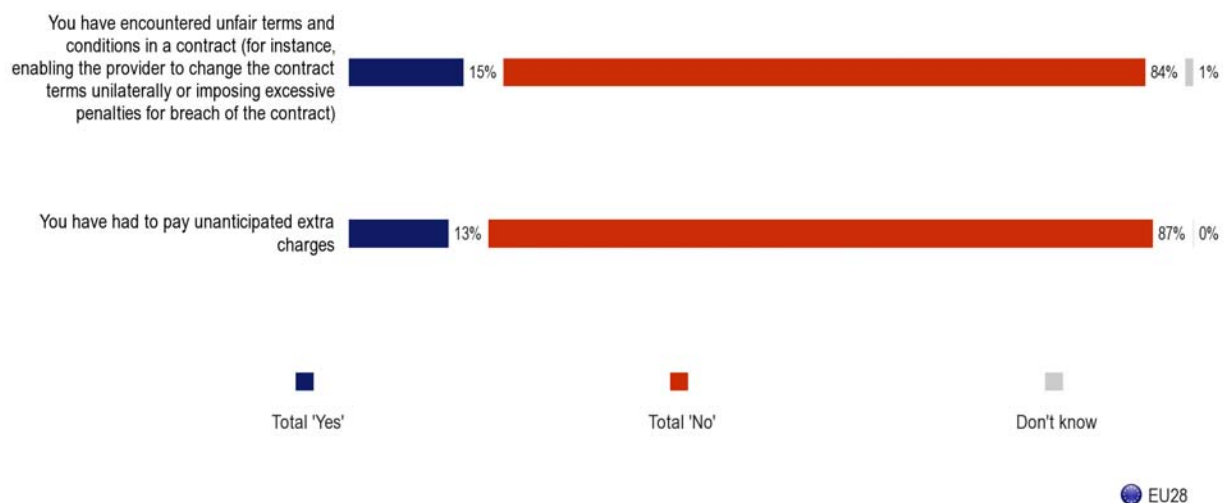
This section of the report looks at consumers' experience of unfair commercial practices, including unfair contract terms, unanticipated charges and misleading advertising and offers.

6.1. Unfair contractual terms and unanticipated charges

- At least one in ten consumers have encountered unfair contract terms or have had to pay extra charges when shopping in the last 12 months -

More than one in ten respondents (15%) say they have encountered unfair terms and conditions in a contract in the last 12 months, although the majority have not had this experience (84%). Just over one in ten (13%) have had to pay unanticipated extra charges when shopping, with 87% saying they have not had this experience in the last 12 months.

Q16T. Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying during the last 12 months...?

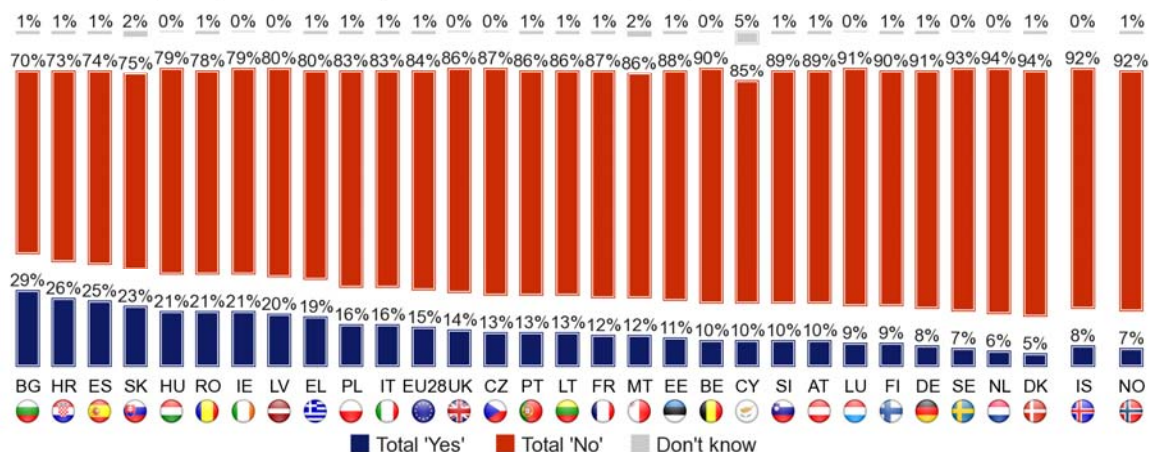


Base: All respondents (n=26.590)

Respondents in Bulgaria (29%) and Croatia (26%) are the most likely to say they have encountered unfair terms and conditions in a contract, followed by those in Spain (25%) and Slovakia (23%). In contrast, just 5% of respondents in Denmark, 6% in the Netherlands and 7% in Sweden say the same.

Q16T1. Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying during the last 12 months...?

You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)

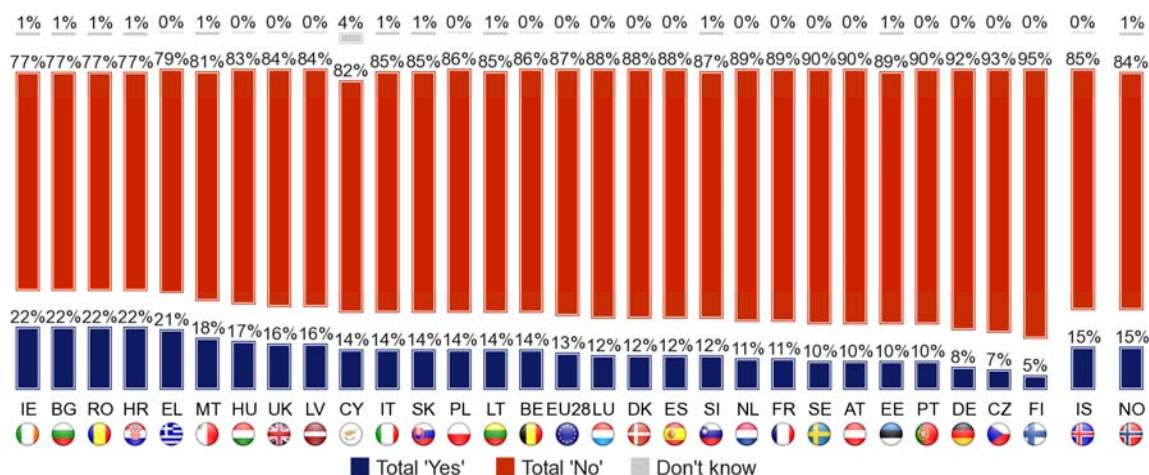


Base: All respondents (n=26.590)

Respondents in Ireland, Bulgaria, Romania and Croatia are the most likely to say they have had to pay unanticipated charges (all 22%), followed by those in Greece (21%). Respondents in Finland (5%), the Czech Republic (7%) and Germany (8%) are the least likely to have had this experience.

Q16T2. Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying during the last 12 months...?

You have had to pay unanticipated extra charges



Base: All respondents (n=26.590)

The socio-demographic analysis shows the following differences:

- Men are slightly more likely than women to say they have encountered unfair terms and conditions in a contract (18% vs. 12%).
- Respondents aged 55+ are the least likely to say they have encountered unfair terms and conditions (11% vs. 15%-19%) or unanticipated extra charges (8% vs. 13%-19%).
- The longer a respondent remained in education, the more likely they are to have encountered unfair terms and conditions in a contract: 11% of those who completed education aged 15 or younger have had this experience, compared to 17% of those who completed education aged 20+.
- Self-employed respondents are more likely than those from other occupation groups to say they have encountered unfair terms and conditions in a contract (22% vs. 13%-15%), or that they have had to pay unanticipated extra charges (18% vs. 11%-14%).
- Those who have a difficult household financial situation are more likely to have encountered unfair terms and conditions than those whose situation is easy (18% vs. 11%).
- Respondents who make cross-border purchases online have encountered more unfair terms and conditions in a contract (19%) than those who make online purchases domestically (15%). Also, more respondents that make cross-border purchases had to pay unanticipated extra charges (19%) than those who make online domestic purchases (14%).

Q16T Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying during the last 12 months...?

	You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)		You have had to pay unanticipated extra charges	
	Total 'Yes'	Total 'No'	Total 'Yes'	Total 'No'
EU28	15%	84%	13%	87%
Sex				
Male	18%	81%	14%	86%
Female	12%	87%	12%	88%
Age				
15-24	15%	85%	19%	81%
25-39	19%	81%	18%	82%
40-54	16%	83%	13%	87%
55 +	11%	88%	8%	92%
Education (End of)				
15-	11%	88%	9%	90%
16-19	14%	86%	13%	87%
20+	17%	82%	13%	86%
Still studying	15%	84%	18%	82%
Respondent occupation scale				
Self-employed	22%	77%	18%	82%
Employee	15%	84%	14%	86%
Manual workers	14%	86%	13%	87%
Not working	13%	86%	11%	88%
Household's financial situation				
Total 'Difficult'	18%	81%	14%	85%
Total 'Easy'	11%	88%	12%	88%
Goods or services purchased via the Internet				
Domestic purchase	15%	85%	14%	86%
Cross-border purchase	19%	80%	19%	81%

Base: All respondents (n=26.590)

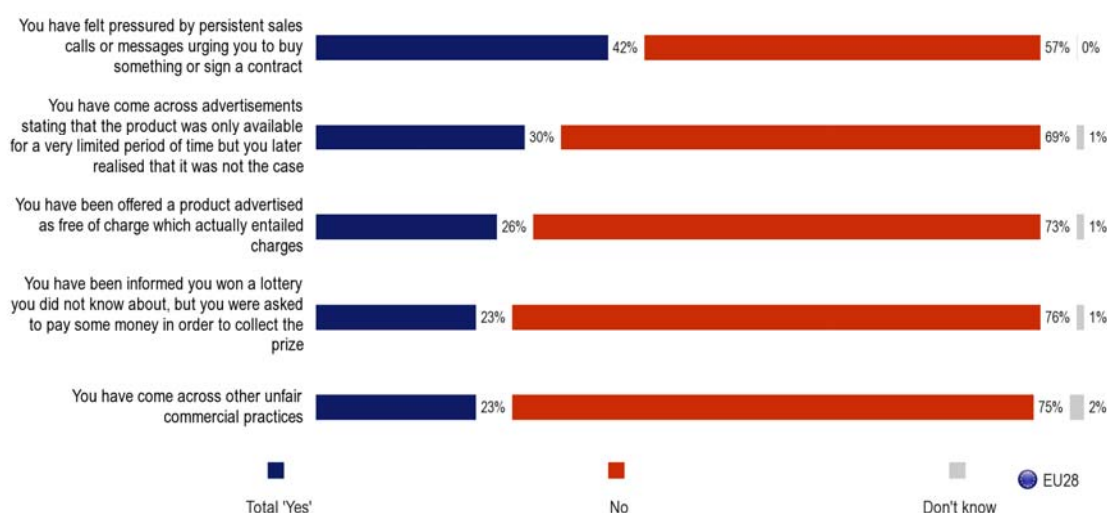
6.2. Fraudulent and misleading advertisements, statements or offers

- Consumers are most likely to have felt pressured by persistent sales calls or messages urging them to buy something or sign a contract -

Respondents were asked whether they had experienced a range of unfair commercial practices in the last 12 months. They are most likely to say they have felt pressured by persistent sales calls or messages urging them to buy something or sign a contract (42%). Three in ten say they have come across advertisements saying a product was available for a limited time but then later realised this was not the case (30%), while 26% say they have been offered a product for free that actually entailed charges.

Just over one in five say they have been informed they won a lottery they did not know about, but were asked to pay some money in order to collect the prize, or that they have come across other unfair commercial practices (both 23%).

Q13. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?



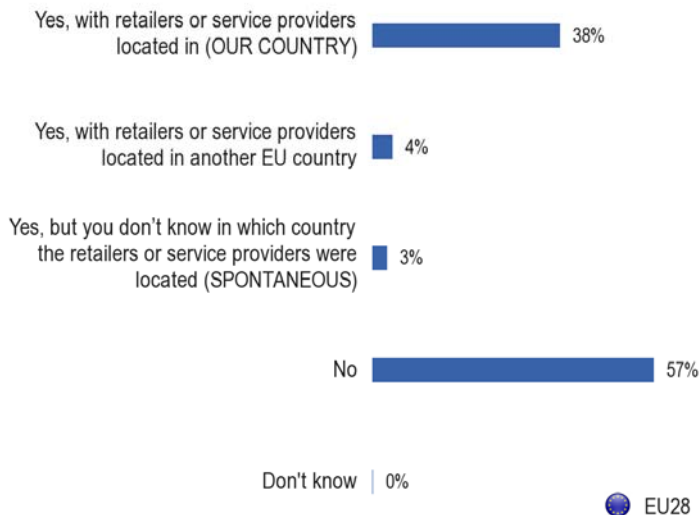
Base: All respondents (n=26.590)

Respondents living outside the euro area are more likely to say they have come across advertisements stating that a product was only available for a very limited period of time, but they later realised that it was not the case, than those within the euro area (37% vs. 26%).

Respondents are most likely to have felt pressured by consistent calls to purchase something or sign a contract by retailers or service providers in their own country (38%), while 4% have had this experience with retailers or providers in other EU countries and 3% are unsure where the retailer or provider was located.

Q13.2. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract

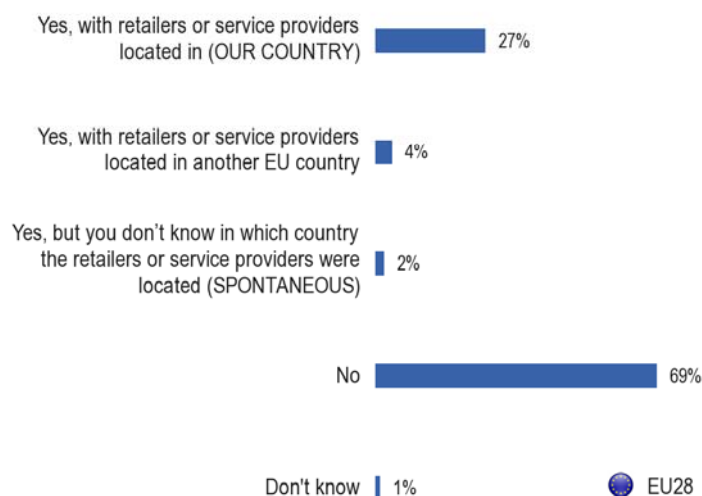


Base: All respondents (n=26.590)

Respondents are most likely to have come across advertisements from retailers or providers in their country for products available for a limited time when this was not the case (27%), while 4% had this experience with retailers or providers in other EU countries and 2% are unsure where the retailer or provider was located.

Q13.4. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case

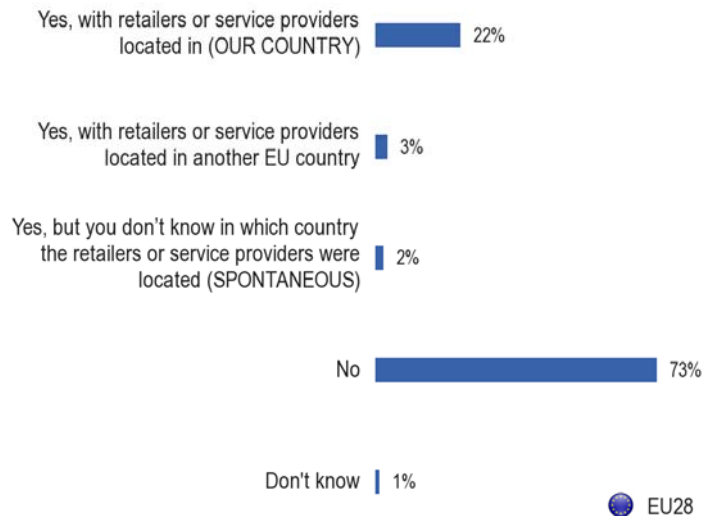


Base: All respondents (n=26.590)

Just over one in five respondents say retailers or service providers in their country have offered them a free product when it actually entailed charges (22%), 3% have had this experience with retailers or providers in another EU country, while 2% don't know where the retailer or provider is located.

Q13.3. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have been offered a product advertised as free of charge which actually entailed charges

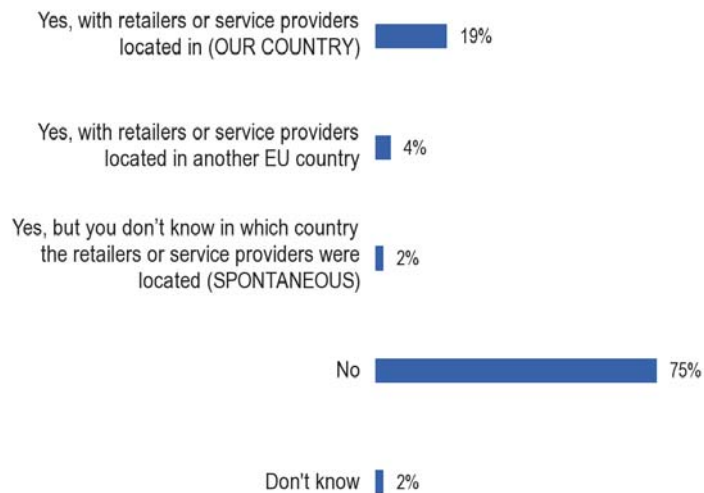


Base: All respondents (n=26.590)

Almost one in five say they have come across other unfair commercial practices from retailers or service providers in their own country (19%), while 4% say this about those from another EU country, and 2% are unsure where the retailer or provider was located.

Q13.5. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have come across other unfair commercial practices



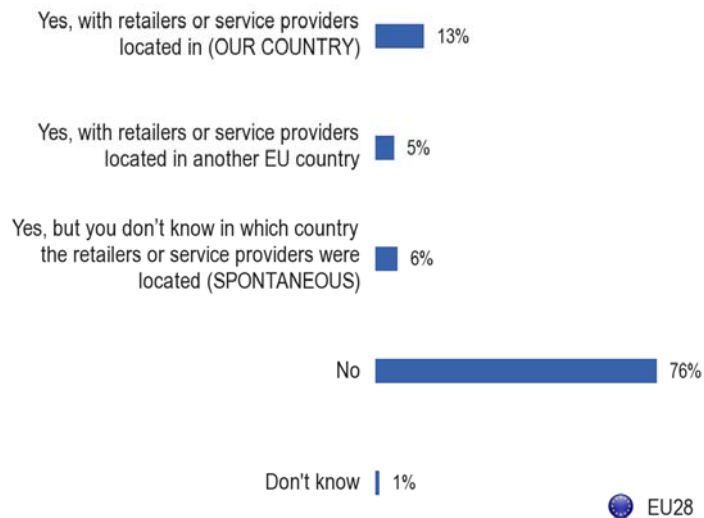
EU28

Base: All respondents (n=26.590)

At least one in ten (13%) say a domestic retailer or service provider informed them they had won a lottery they did not know about, but that they had to pay money to collect the prize. Around one in twenty say this about a retailer or supplier in another EU country (5%), while 6% have had this experience but are not sure where the retailer or provider was located.

Q13.1. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize

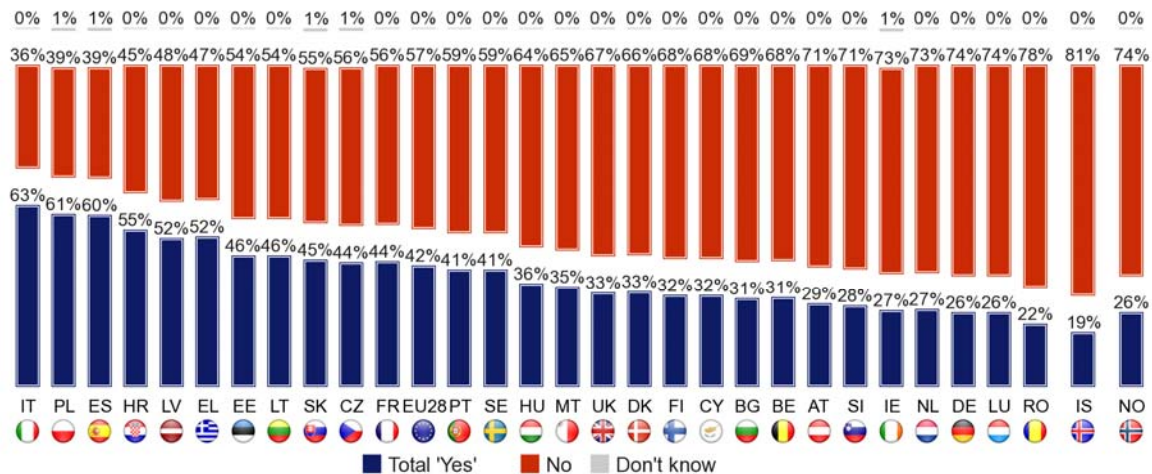


Base: All respondents (n=26.590)

Respondents in Italy (63%), Poland (61%) and Spain (60%) are the most likely to say they have felt pressured by persistent sales calls or messages urging them to buy something or sign a contract, although at least half of all respondents in Croatia (55%), Latvia and Greece (both 52%) have also had this experience in the last 12 months. At the other end of the scale, only 22% in Romania have come across this unfair commercial practice. Overall, the lowest share is noticed in Iceland (19%).

Q13.2. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract

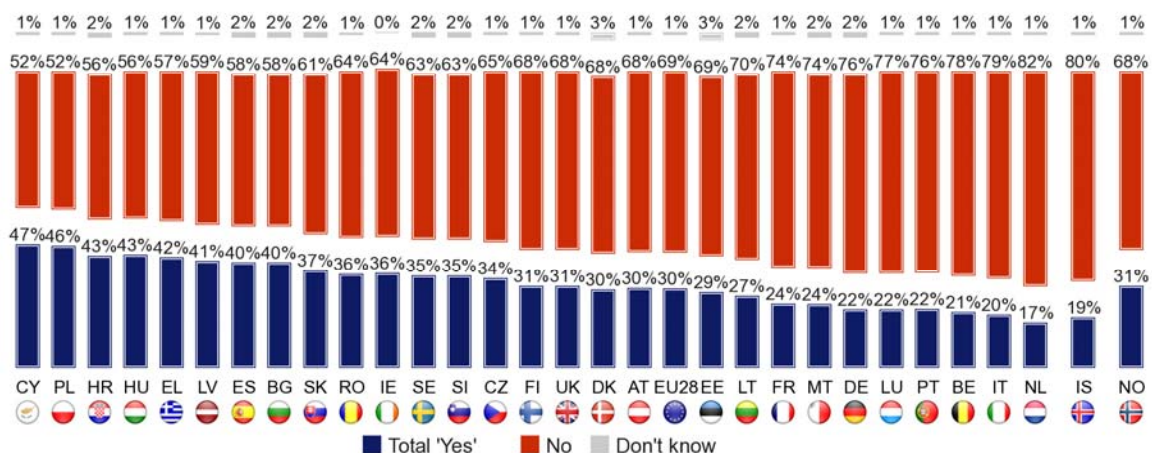


Base: All respondents (n=26.590)

Fewer than half of all respondents in any Member State say they have come across advertisements saying a product was available for a limited time but then later realised this was not the case. Those in Cyprus (47%), Poland (46%), Croatia and Hungary (both 43%) are the most likely to say they have come across this practice, compared to just 17% of respondents in the Netherlands.

Q13.4. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case

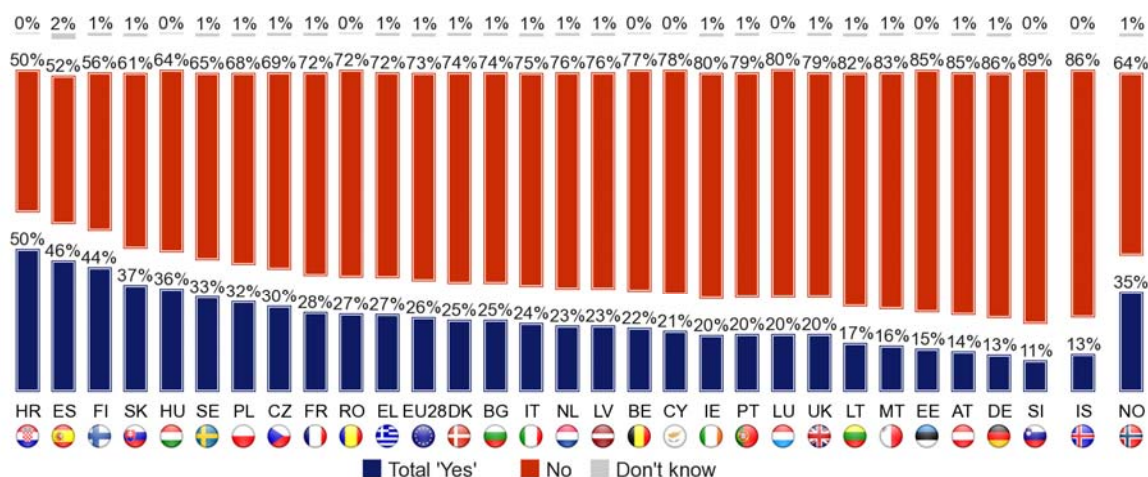


Base: All respondents (n=26.590)

Croatia is the only Member State where at least half of all respondents say they have been offered a product advertised as free that actually entailed charges (50%), although 46% of those in Spain and 44% in Finland have also had this experience. In contrast, only 11% of respondents in Slovenia, 13% in Germany and 14% in Austria have had this experience. Also Iceland presents similar proportions: 13% of respondents report to have been offered a product advertised as free that actually entailed charges.

Q13.3. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have been offered a product advertised as free of charge which actually entailed charges

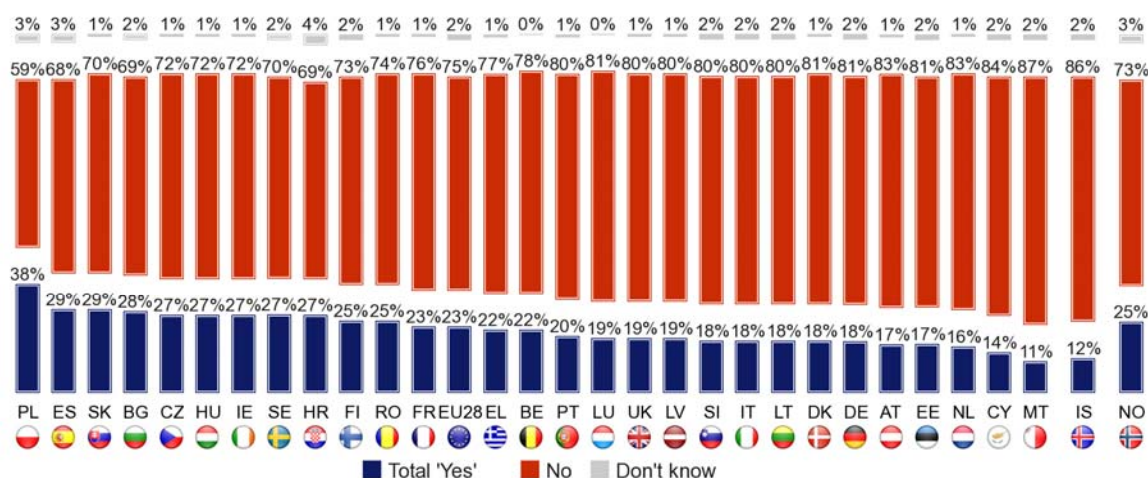


Base: All respondents (n=26.590)

Respondents in Poland are the most likely to have come across other unfair commercial practices in the last 12 months (38%), followed by those in Spain, Slovakia (both 29%) and Bulgaria (28%). Those in Malta (11%) and Cyprus (14%) are the least likely to have come across other unfair commercial practices. In addition, 12% respondents in Iceland also say they have come across other unfair commercial practices in the last 12 months.

Q13.5. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have come across other unfair commercial practices

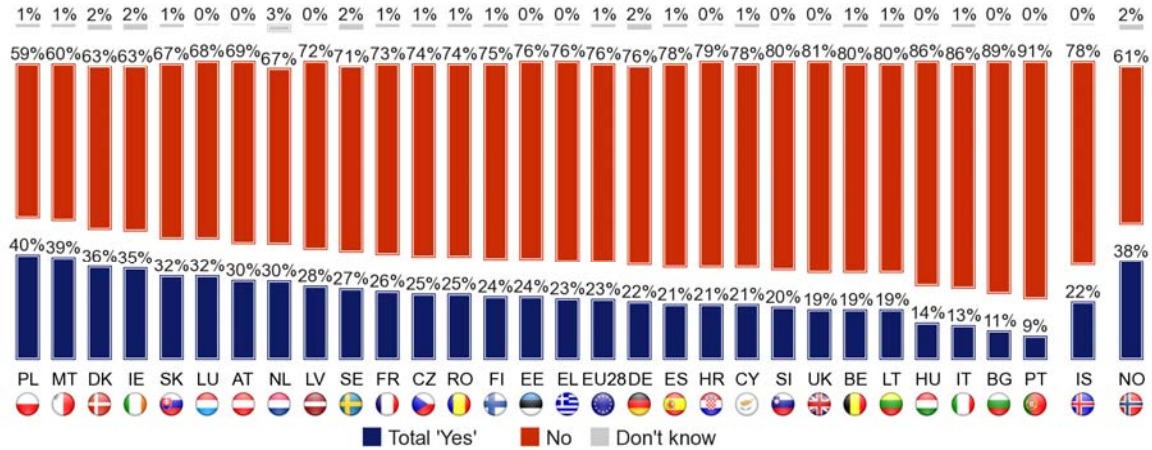


Base: All respondents (n=26.590)

Respondents in Poland are also the most likely to say they have been informed they won a lottery they did not know about, but were asked to pay some money in order to collect the prize (40%), followed by those in Malta (39%), Denmark (36%) and Ireland (35%). Those in Portugal (9%), Bulgaria (11%) and Italy (13%) are the least likely to say this.

Q13.1. I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize



Base: All respondents (n=26.590)

The socio-demographic analysis across all unfair practices reveals the following differences:

- The older the respondent, the less likely they are to say they have come across advertisements stating that the product was only available for a very limited period of time but later realised that it was not the case: 37% of 15-24 year-olds have come across this practice, compared to 24% of those aged 55+. The youngest respondents are, however, the least likely to say they have felt pressured by persistent calls or messages to buy something or sign a contract (36% vs. 43%-44%). Those aged 55+ are the least likely to say they have been offered a free product that actually entails charges (21% vs. 26%-30%).
- The higher a respondent's education level, the more likely they are to have experienced each unfair practice. For example, 21% of those with the lowest education levels say they have come across adverts for products for a limited time and later realised this was not the case, compared to 33% of those with the highest education levels.
- Respondents who use the Internet for private purposes are more likely than those who do not to say they have come across each of the practices asked about. For instance, 25% of those who use the Internet for private purposes have come across other unfair commercial practices, compared to 13% who do not use the Internet for private purposes.
- Respondents who live in a household with a difficult financial situation are more likely than those living in a household with an easy financial situation to say they have felt pressured by persistent calls or messages to buy something or sign a contract (48% vs. 38%).
- Respondents with a good knowledge of consumer rights are more likely to say they have felt pressured by persistent calls or messages to buy something or sign a contract (47% vs. 40%-44%), or that they have experienced other unfair commercial practices (29% vs. 20%-25%).

Q13 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

	You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract			You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case			You have been offered a product advertised as free of charge which actually entailed charges			You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize			You have come across other unfair commercial practices		
	Total 'Yes'	No	Don't know	Total 'Yes'	No	Don't know	Total 'Yes'	No	Don't know	Total 'Yes'	No	Don't know	Total 'Yes'	No	Don't know
EU28	42%	57%	0%	30%	69%	1%	26%	73%	1%	23%	76%	1%	23%	75%	2%
Sex															
Male	42%	57%	0%	33%	66%	1%	27%	72%	1%	25%	74%	1%	27%	71%	2%
Female	42%	57%	0%	27%	71%	1%	25%	74%	1%	21%	78%	1%	19%	80%	1%
Age															
15-24	36%	64%	0%	37%	63%	0%	30%	70%	0%	18%	82%	0%	18%	82%	0%
25-39	44%	56%	0%	34%	65%	1%	30%	69%	1%	25%	74%	1%	26%	73%	2%
40-54	44%	56%	0%	30%	69%	1%	26%	73%	1%	26%	73%	1%	26%	72%	2%
55 +	43%	57%	1%	24%	74%	2%	21%	78%	1%	21%	78%	1%	21%	78%	2%
Education (End of)															
15-	40%	60%	1%	21%	76%	2%	21%	77%	2%	19%	80%	1%	17%	81%	3%
16-19	40%	60%	0%	28%	71%	1%	24%	76%	1%	21%	78%	1%	20%	78%	1%
20+	47%	53%	0%	33%	66%	1%	28%	71%	1%	26%	72%	1%	28%	70%	2%
Still studying	36%	63%	0%	35%	65%	1%	30%	70%	0%	18%	81%	0%	20%	79%	1%
Use of Internet for private purposes															
Yes	43%	56%	0%	32%	67%	1%	27%	72%	1%	24%	75%	1%	25%	73%	2%
No	37%	62%	1%	20%	78%	2%	18%	80%	2%	16%	83%	1%	13%	85%	2%
Daily	44%	55%	0%	33%	65%	1%	29%	71%	1%	25%	74%	1%	26%	72%	2%
Weekly	40%	60%	0%	27%	72%	1%	24%	76%	0%	19%	80%	1%	21%	78%	1%
Monthly	43%	57%	1%	30%	68%	3%	26%	72%	2%	23%	76%	1%	25%	74%	2%
Less often	41%	58%	1%	26%	72%	2%	20%	79%	1%	24%	74%	2%	22%	76%	1%
Never	37%	62%	1%	20%	78%	2%	18%	80%	2%	16%	83%	1%	13%	85%	2%
Household's financial situation															
Total 'Difficult'	48%	52%	0%	32%	67%	1%	30%	69%	1%	23%	76%	1%	24%	74%	2%
Total 'Easy'	38%	62%	0%	28%	70%	1%	22%	77%	1%	22%	77%	1%	22%	77%	1%
Knowledge of consumers' rights															
3 correct responses	47%	52%	1%	31%	67%	2%	24%	75%	1%	24%	75%	1%	29%	69%	2%
2 correct responses	44%	55%	1%	31%	67%	1%	27%	72%	1%	23%	76%	1%	25%	74%	2%
1 correct response	41%	59%	0%	29%	69%	1%	25%	74%	1%	23%	76%	1%	22%	77%	1%
0 correct responses	40%	60%	0%	28%	71%	1%	26%	73%	1%	22%	77%	1%	20%	79%	1%

Base: All respondents (n=26.590)

VII. DISPUTE RESOLUTION

- Consumers are more likely to think it is easy to settle disputes through an out-of-court body than with the courts -

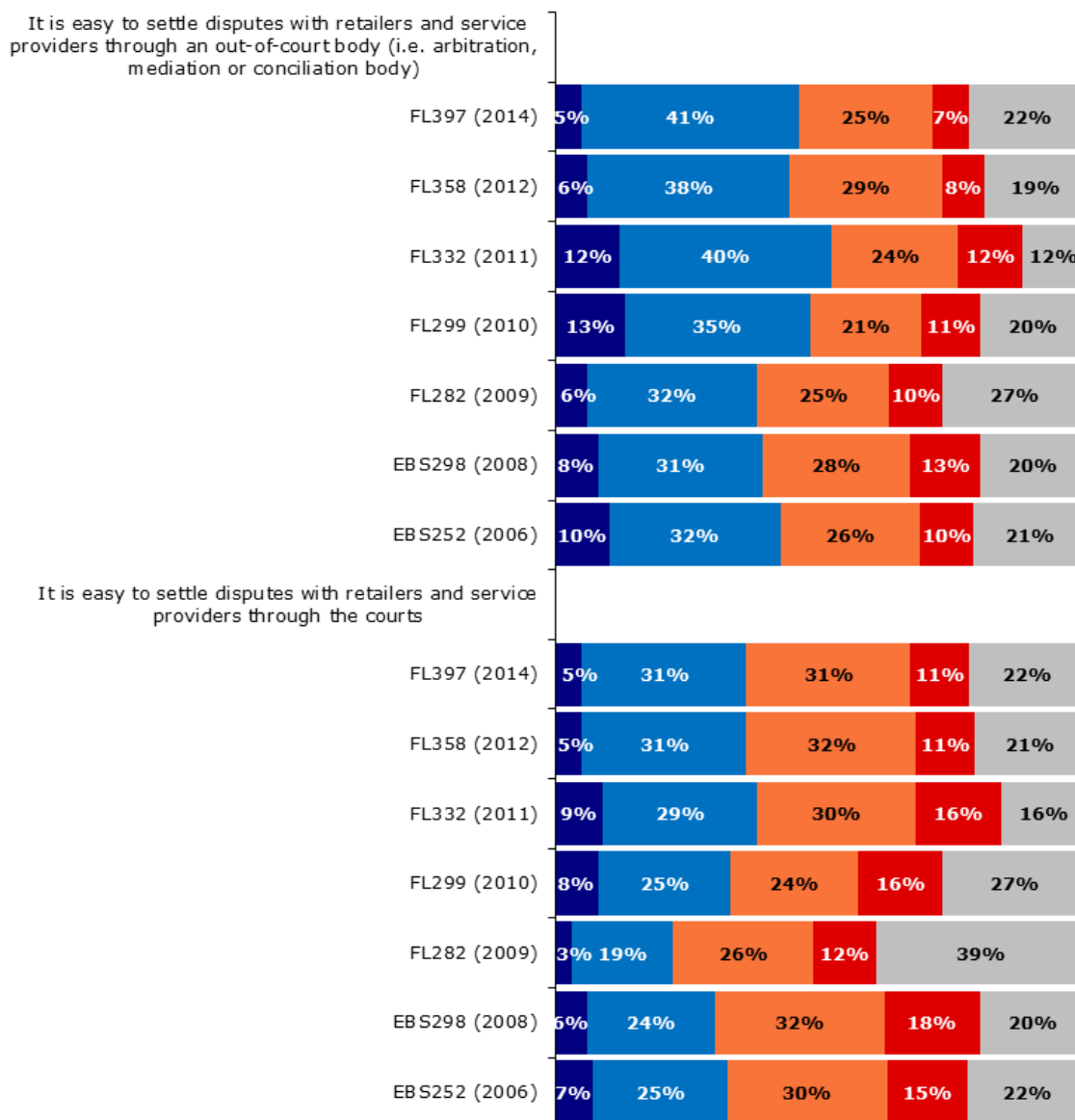
A relative majority of consumers (46%) agree that it is easy to settle disputes with retailers or service providers using an out-of-court body, although only 5% agree strongly that this is the case. Almost one third disagree that it is easy to settle disputes with retailers or service providers using an out-of-court body (32%), while 22% say they don't know. Respondents are slightly more likely to agree than they were in 2012 (+2 percentage points), although agreement is still lower than it was in 2010-2011.

Respondents are less likely to agree that it is easy to settle disputes with retailers or service providers through the courts. Overall, 36% agree, with 5% saying they “strongly agree”. More than four in ten (42%) disagree, while 22% say they don't know. There has been no change in the level of agreement since 2012, and little change since 2010 (-2), although current levels are higher than those of the period 2006-2009.

Dispute resolution

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... - EU

■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree ■ Don't know



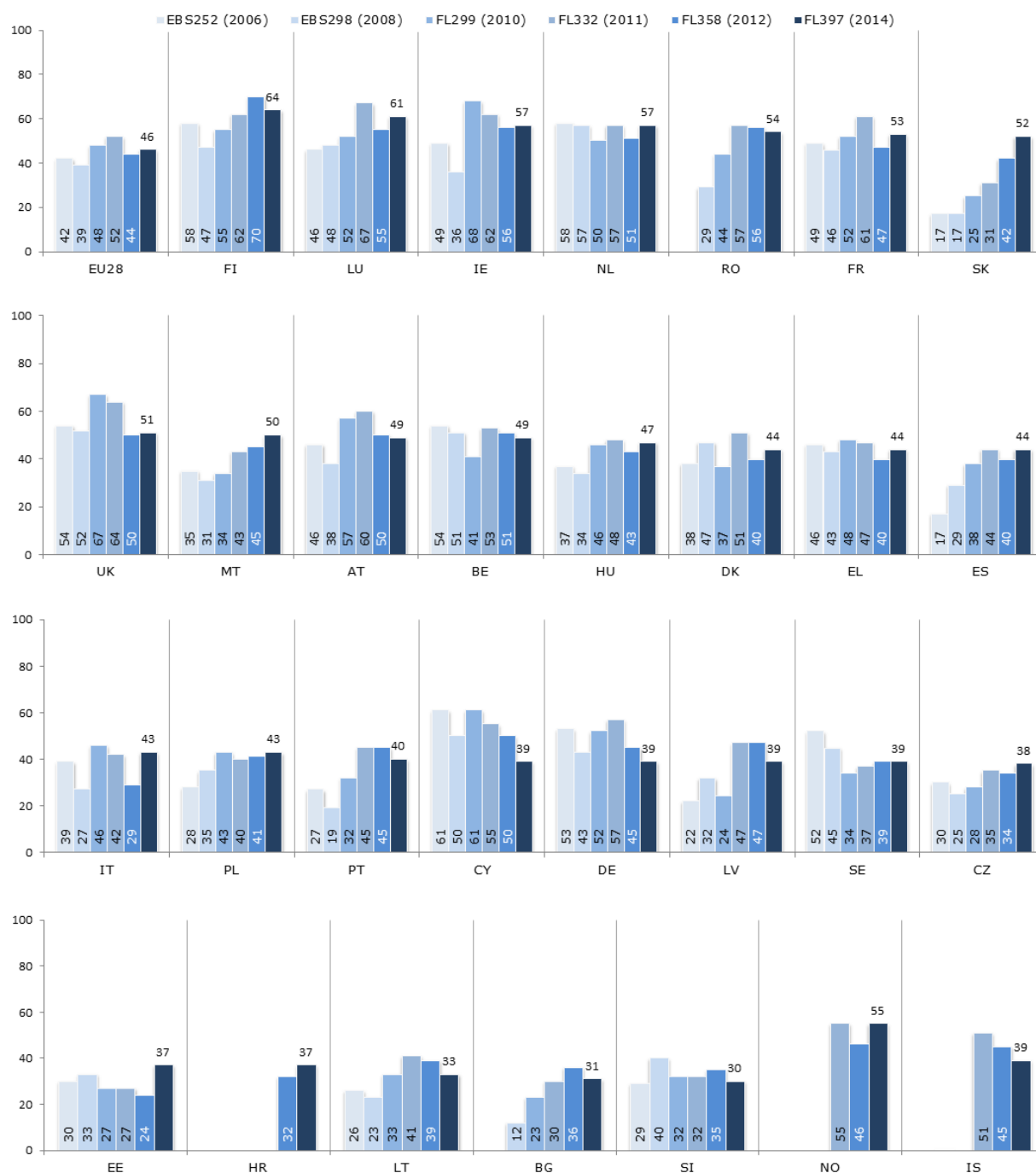
Base: All respondents (n=26.590)

In 21 Member States, respondents are now more likely to agree it is easy to settle disputes with retailers and service providers using out-of-court bodies than they were in 2006²⁰. This is particularly the case amongst those in Slovakia (+35 points), Spain (+27) and Romania (+25 since 2008). On the other hand, there have been declines in agreement in some Member States, most notably amongst respondents in Cyprus (-22), Germany (-14) and Sweden (-13).

²⁰ Since 2008, in the case of Bulgaria and Romania, and since 2012 in the case of Croatia.

It is easy to settle disputes with retailers and service providers through an out-of-court body (i.e. arbitration, mediation or conciliation body)

Q3.4 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... It is easy to settle disputes with retailers and service providers through an out-of-court body (i.e. arbitration, mediation or conciliation body) - Total 'Agree' answers



Base: All respondents (n=26.590)

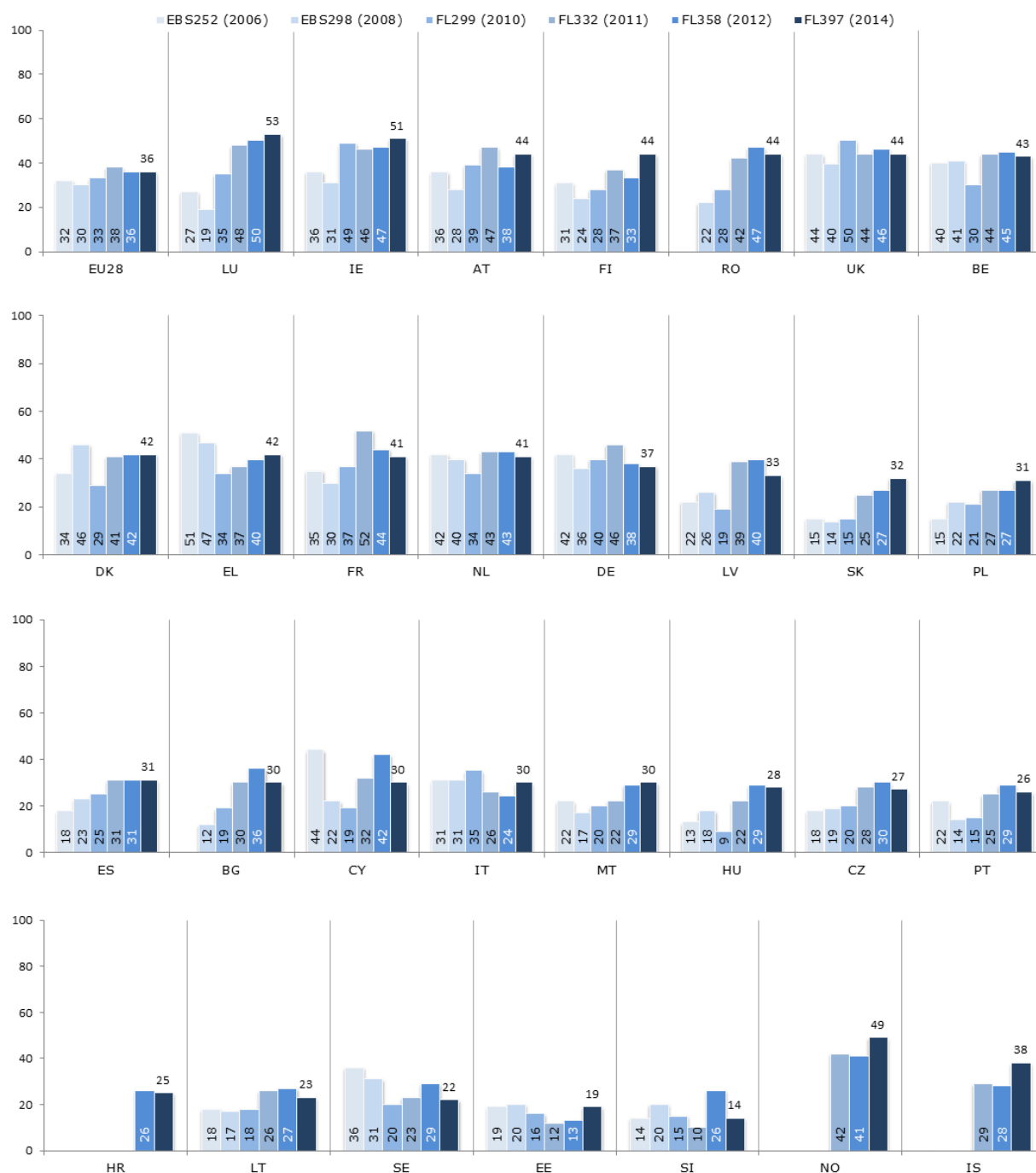
In 18 Member States, the long-term trend since 2006²¹ is for an increase in agreement that it is easy to settle disputes with retailers and service providers using the courts.

²¹ Since 2008, in the case of Bulgaria and Romania.

The largest increases in agreement are seen amongst respondents in Luxembourg (+26 points), Romania (+22 since 2008) and Bulgaria (+18 since 2008). Conversely, the largest declines in agreement have been amongst respondents in Sweden, Cyprus (both -14) and Greece (-9).

It is easy to settle disputes with retailers and service providers through the courts

Q3.5 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)... It is easy to settle disputes with retailers and service providers through the courts - Total 'Agree' answers



Base: All respondents (n=26.590)

There are few notable differences from the socio-demographic analysis. The younger the respondent, the more likely they are to say it is easy to settle disputes with retailers and service providers using both out-of-court bodies and using the courts. For example, 52% of those aged 15-24 say it is easy to settle these disputes using out-of-court bodies, compared to 47% of those aged 25-54 and 42% of those aged 55+.

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

	It is easy to settle disputes with retailers and service providers through an out-of-court body (i.e. arbitration, mediation or conciliation body)			It is easy to settle disputes with retailers and service providers through the courts		
	Total 'Agree'	Total 'Disagree'	Don't Know	Total 'Agree'	Total 'Disagree'	Don't Know
EU28	46%	32%	22%	36%	42%	22%
Sex						
Male	47%	33%	20%	38%	42%	20%
Female	45%	31%	24%	35%	41%	24%
Age						
15-24	52%	32%	16%	44%	39%	17%
25-39	47%	32%	21%	39%	40%	21%
40-54	47%	32%	21%	36%	42%	22%
55 +	42%	33%	25%	32%	43%	25%

Base: All respondents (n=26.590)

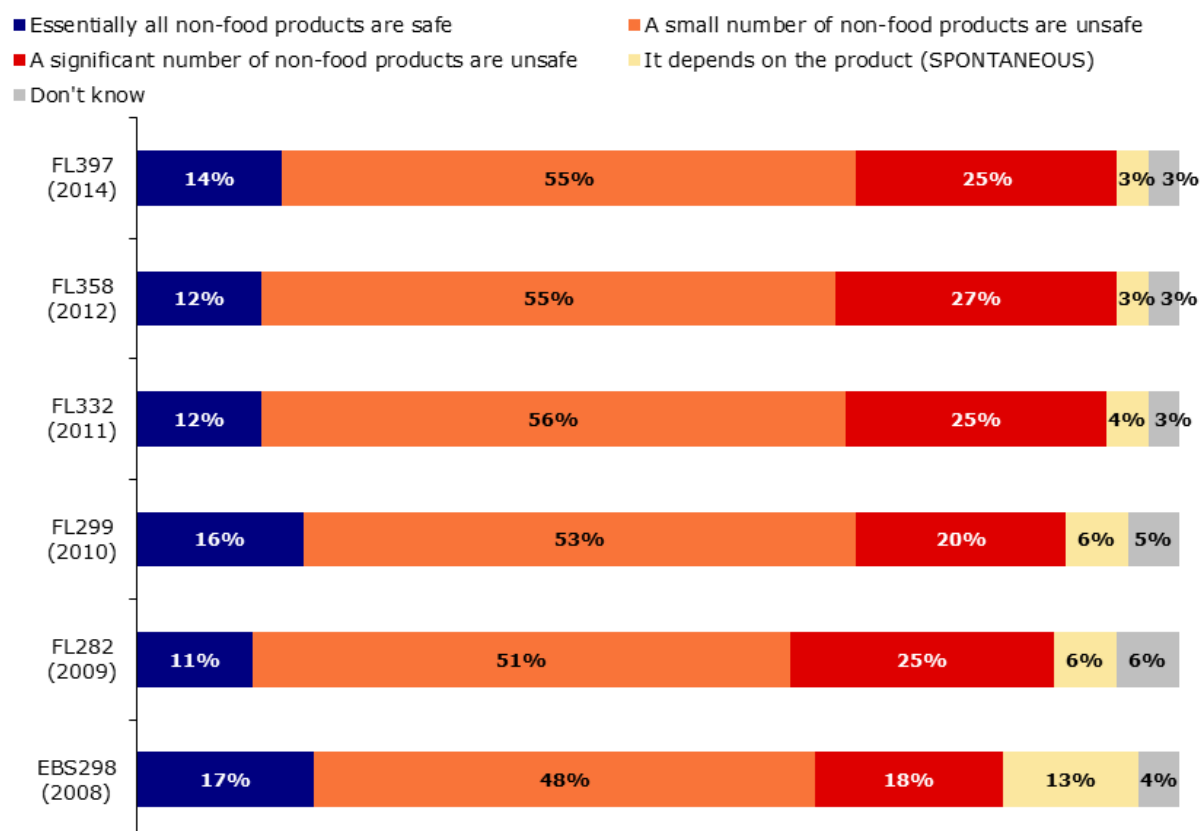
VIII. PERCEPTIONS OF THE SAFETY OF NON-FOOD PRODUCTS

- Most respondents think that a small number of non-food products on the market in their country are unsafe -

Respondents were asked their opinion on the safety of non-food products on the market in their country. Just over one in ten (14%) think that essentially all of these products are safe, while 55% think a small number are unsafe. One quarter (25%) think that there are a significant number of unsafe products on the market, while 3% say it depends on the product.

Perceived safety of non-food products currently on the market

Q4 Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...? - EU

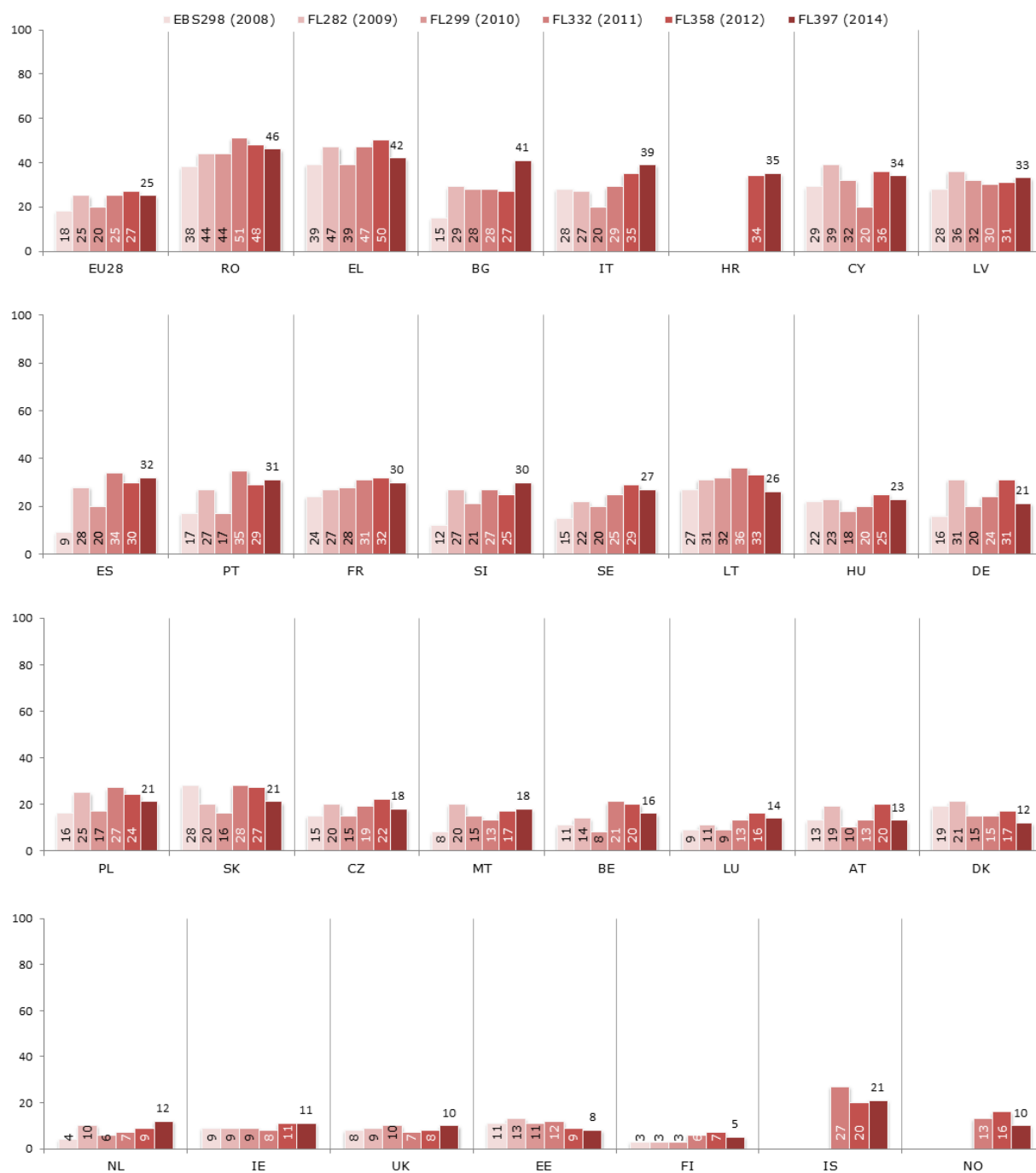


Base: All respondents (n=26.590)

The long-term trend shows relatively little change since 2009, and that the proportions with each opinion have stayed almost the same since 2011. However, comparing the results of 2008 to 2014 show a shift towards the view that at least some non-food products are unsafe, with a 3 percentage point decline in those thinking essentially all of these products are safe, a 7 point increase in those who think a small number are unsafe, and a 7 point increase in the proportion who think a significant number of non-food products are unsafe.

Respondents in Romania (46%), Greece (42%), Bulgaria (41%) and Italy (39%) are the most likely to say a significant number of non-food products on the market are unsafe. Those in Finland (5%), Estonia (8%) and the UK (10%) are least likely to hold this opinion.

In 23 Member States, there has been an increase since 2008 in the proportion of respondents who think that a significant number of non-food products on the market in their country are unsafe. The largest increases are amongst those in Bulgaria (+26 points), Spain (+23) and Slovenia (+18). On the other hand, respondents in Denmark, Slovakia (both -7), Estonia (-3) and Lithuania (-1) are now less likely to say they think that a significant number of non-food products are unsafe than they were in 2008. Iceland and Norway also mark negative evolutions: -6 and -3 since 2012 respectively.

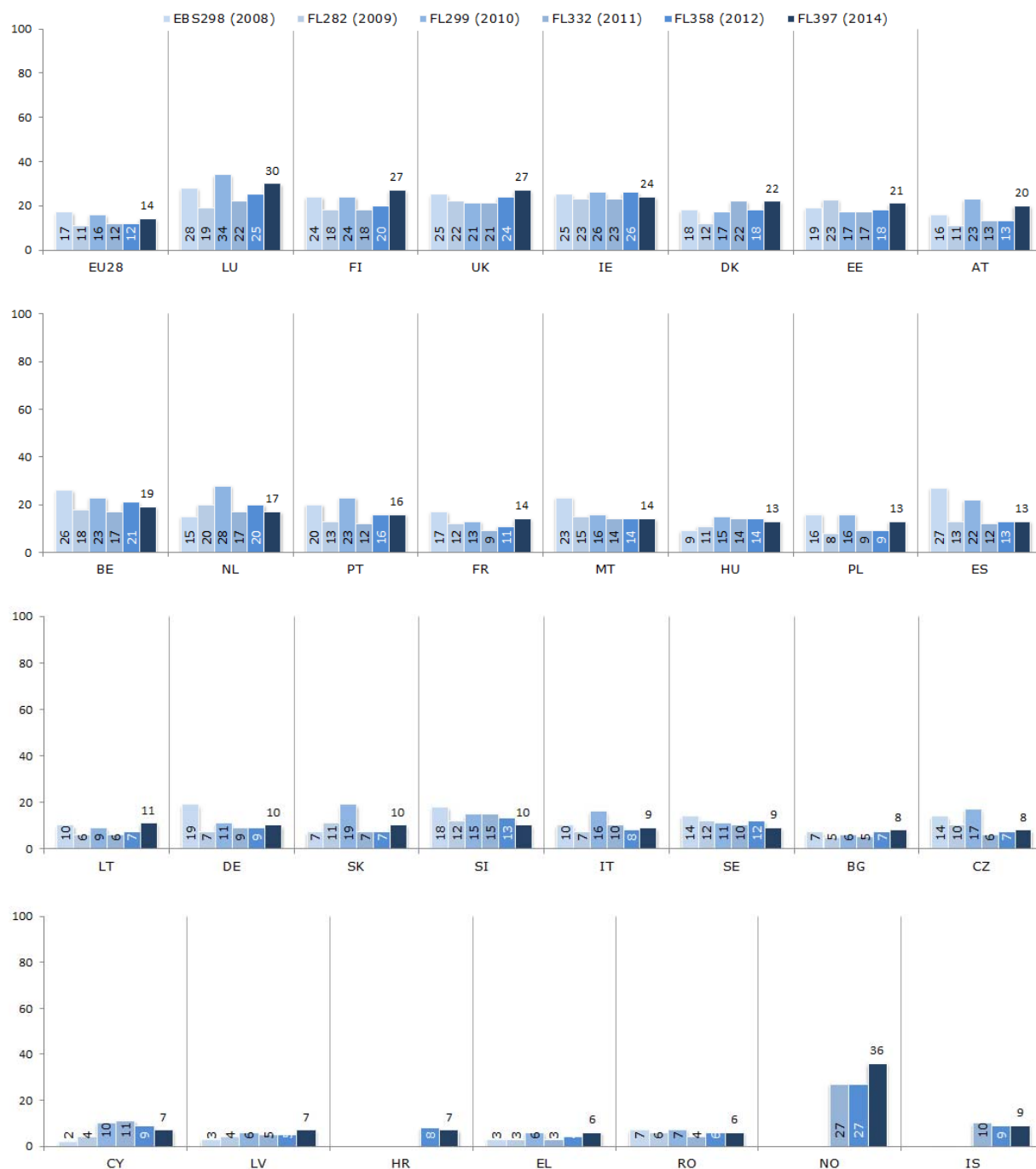
A significant number of non-food products are unsafe

Base: All respondents (n=26.590)

Overall, Norway (36%) has the largest proportions of respondents who think that essentially all non-food products are safe. In the EU, Luxembourg (30%), Finland, the UK (both 27%) and Ireland (24%) have the largest proportions. At the other end of the scale, only 6% of those in Romania and Greece and 7% in Croatia, Latvia and Cyprus think the same way.

In many Member States, there has been little dramatic change since 2008 in the proportions who think essentially all non-food products are safe. However, in eight Member States there has been a change of at least 5 points, with Cyprus the only country where this change has been positive (+5). In the other seven Member States, respondents are now less likely to think that essentially all non-food products are safe: Spain (-14), Malta, Germany (both -9), Slovenia (-8), Belgium (-7), the Czech Republic (-6) and Sweden (-5).

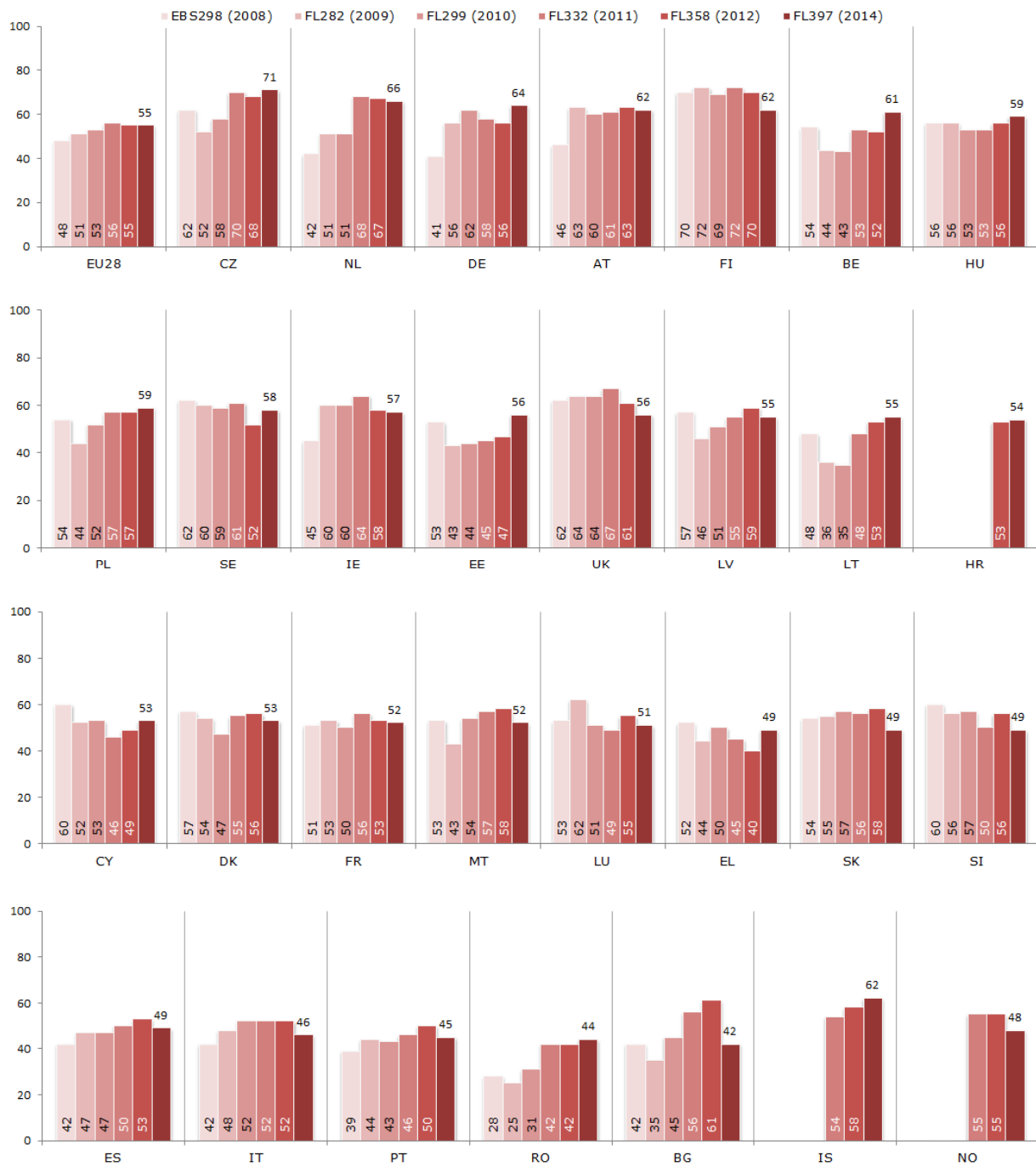
Essentially all non-food products are safe: evolution



Base: All respondents (n=26.590)

Respondents in the Czech Republic are the most likely to say that a small number of non-food products on the market in their country are unsafe (71%), followed by those in the Netherlands (66%), Germany (64%), Austria and Finland (62%). In Iceland, also, more than six out of ten respondents (62%) say that a small number of non-food products on the market in their country are unsafe. In contrast, only 42% of those in Bulgaria, 44% in Romania and 45% in Portugal say this.

The long-term trend since 2008 shows relatively small variations in many Member States. The largest increases are amongst respondents in the Netherlands (+24), Germany (+23), Austria and Romania (both +16). The largest decreases are amongst those in Slovenia (-11) and Finland (-8).

A small number of non-food products are unsafe: evolution

Base: All respondents (n=26.590)

The socio-demographic analysis highlights few notable differences. The longer a respondent remained in education, the more likely they are to say that a small number of food products are unsafe: 49% of those with the lowest education levels say this, compared to 58% of those who completed education aged 20+.

Respondents who use the Internet for private purposes are more likely to say that a small number of food products are unsafe (57% vs. 46%), while those who do not use the Internet for private purposes are more likely to say a significant number of non-food products are unsafe (32% vs. 24%).

Respondents who say they live in a household where the financial situation is easy are more likely than those who do not to consider that a small number of food products are unsafe (59% vs. 51%), while those who live in a household where the financial situation is difficult are more likely to say that a significant number of non-food products are unsafe (31% vs. 20%).

Q4 Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...?

	A small number of non-food products are unsafe	A significant number of non-food products are unsafe	Essentially all non-food products are safe	It depends on the product (DO NOT READ OUT)	Don't know
EU28	55%	25%	14%	3%	3%
Sex					
Male	56%	23%	16%	2%	3%
Female	54%	28%	12%	2%	4%
Age					
15-24	59%	23%	14%	2%	2%
25-39	55%	25%	15%	3%	2%
40-54	56%	24%	15%	2%	3%
55 +	52%	28%	12%	3%	5%
Education (End of)					
15-	49%	29%	13%	2%	7%
16-19	53%	28%	13%	3%	3%
20+	58%	23%	14%	3%	2%
Still studying	60%	21%	15%	2%	2%
Use of Internet for private purposes					
Yes	57%	24%	14%	2%	3%
No	46%	32%	12%	3%	7%
Daily	58%	23%	15%	2%	2%
Weekly	56%	26%	13%	2%	3%
Monthly	52%	27%	15%	3%	3%
Less often	51%	31%	12%	2%	4%
Never	46%	32%	12%	3%	7%
Household's financial situation					
Total 'Difficult'	51%	31%	12%	3%	3%
Total 'Easy'	59%	20%	16%	2%	3%

Base: All respondents (n=26.590)

IX. ENVIRONMENTAL CLAIMS AND IMPACT ON PURCHASING DECISIONS

This final section of the report considered consumers' perceptions on the reliability of environmental claims made about goods or services, and also explores the impact of environmental claims on purchasing decisions.

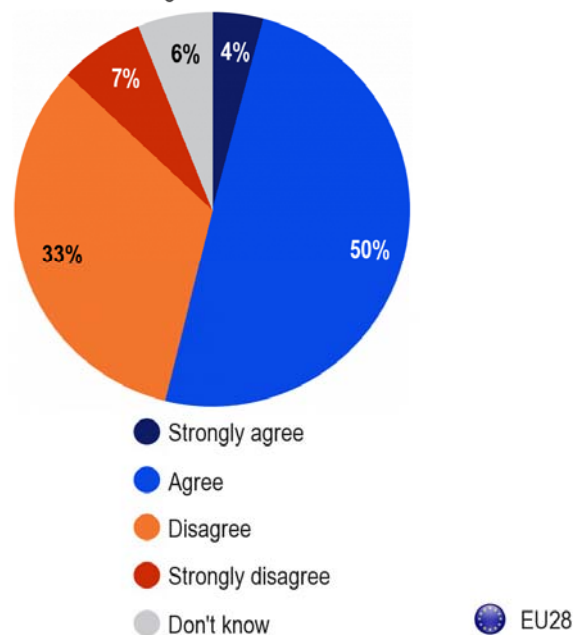
9.1. Reliability of environmental claims

- A small majority agree that most environmental claims about goods or services are reliable -

Just over half of all respondents agree that, in their country, most environmental claims made about goods or services are reliable (54%), although only 4% agree strongly with this statement. Four in ten (40%) disagree that most of these claims are reliable, with 7% saying they “disagree strongly”.

Q3.6. How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

Most environmental claims about goods or services are reliable

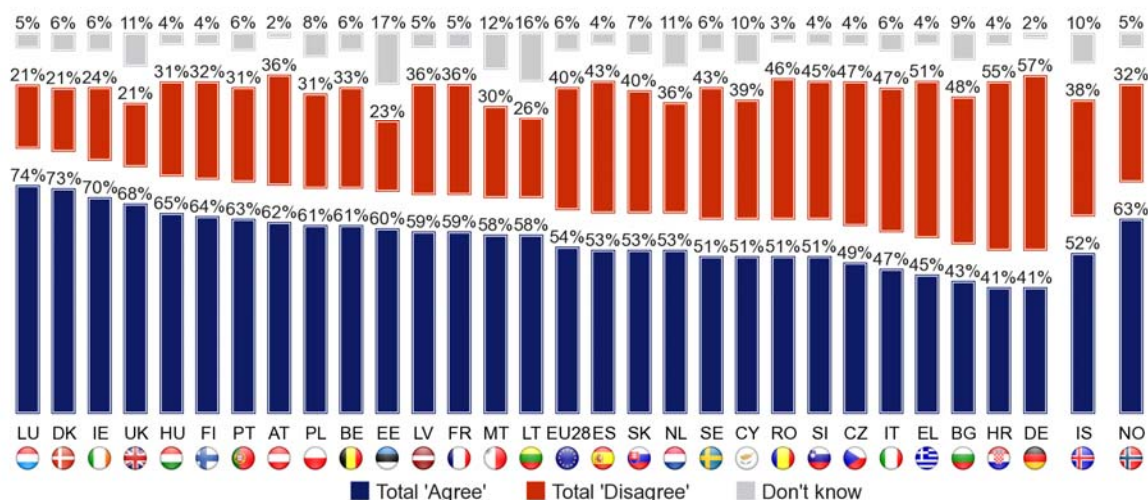


Base: All respondents (n=26.590)

The majority of respondents in 22 Member States agree that, in their country, most environmental claims made about goods or services are reliable. This is particularly the case amongst those in Luxembourg (74%), Denmark (73%), Ireland (70%) and the UK (68%). At the other end of the scale, only 41% of respondents in Germany and Croatia, 43% in Bulgaria and 45% in Greece say the same.

Q3.6. How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

Most environmental claims about goods or services are reliable



Base: All respondents (n=26.590)

The socio-demographic analysis illustrates that, the older the respondent, the less likely they are to agree that most environmental claims made about goods or services are reliable: 61% of those aged 15-24 agree, compared to 49% of those aged 55+. Respondents who use the Internet for private purposes are more likely than those who do not to agree that most of these claims are reliable (56% vs. 47%).

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

Most environmental claims about goods or services are reliable

	Total 'Agree'	Total 'Disagree'	Don't Know
EU28	54%	40%	6%
Sex			
Male	56%	39%	5%
Female	53%	41%	6%
Age			
15-24	61%	35%	4%
25-39	59%	36%	5%
40-54	53%	42%	5%
55 +	49%	44%	7%
Use of Internet for private purposes			
Yes	56%	39%	5%
No	47%	44%	9%
Daily	56%	39%	5%
Weekly	56%	39%	5%
Monthly	58%	38%	4%
Less often	49%	45%	6%
Never	47%	44%	9%

Base: All respondents (n=26.590)

9.2. Impact on purchasing decisions

- Just over half of all respondents say that the environmental impact of a product or service influenced their choice -

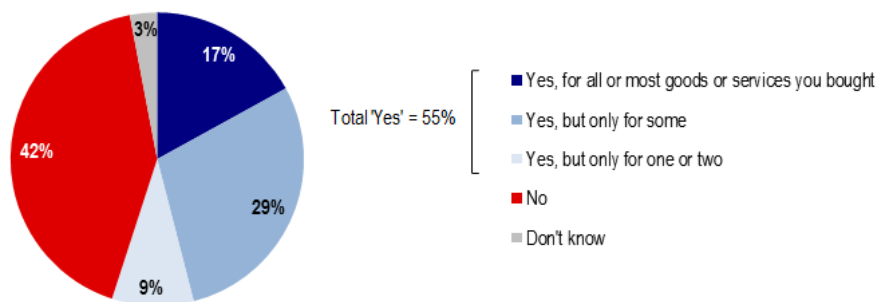
Respondents were asked whether the environmental impact of their purchases in the last week influenced their choice. Most (55%) say that it did. Almost one in five (17%) say that the environmental impact influenced all or most goods or services they purchased in the last week, while 29% say some purchases were influenced and 9% say only one or two purchases were influenced. More than four out of ten (42%) say that environmental impact did not influence their purchases in the last week.

Respondents are now much more likely to say their choices are influenced by environmental impact than they were in 2012 (+14 percentage points). This is a continuation of the trend in the increasing influence of environmental impact on purchasing decisions since 2011²².

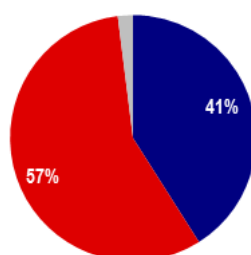
Does a product's environmental impact influence consumers' purchasing decisions?

Q5 Considering everything you bought last week, did the environmental impact of any product or service influence your choice?

FL397 (2014)

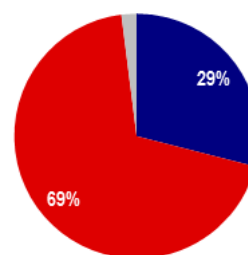


FL332 (2012)



■ Total 'Yes' ■ No ■ Don't know

FL358 (2011)



■ Total 'Yes' ■ No ■ Don't know

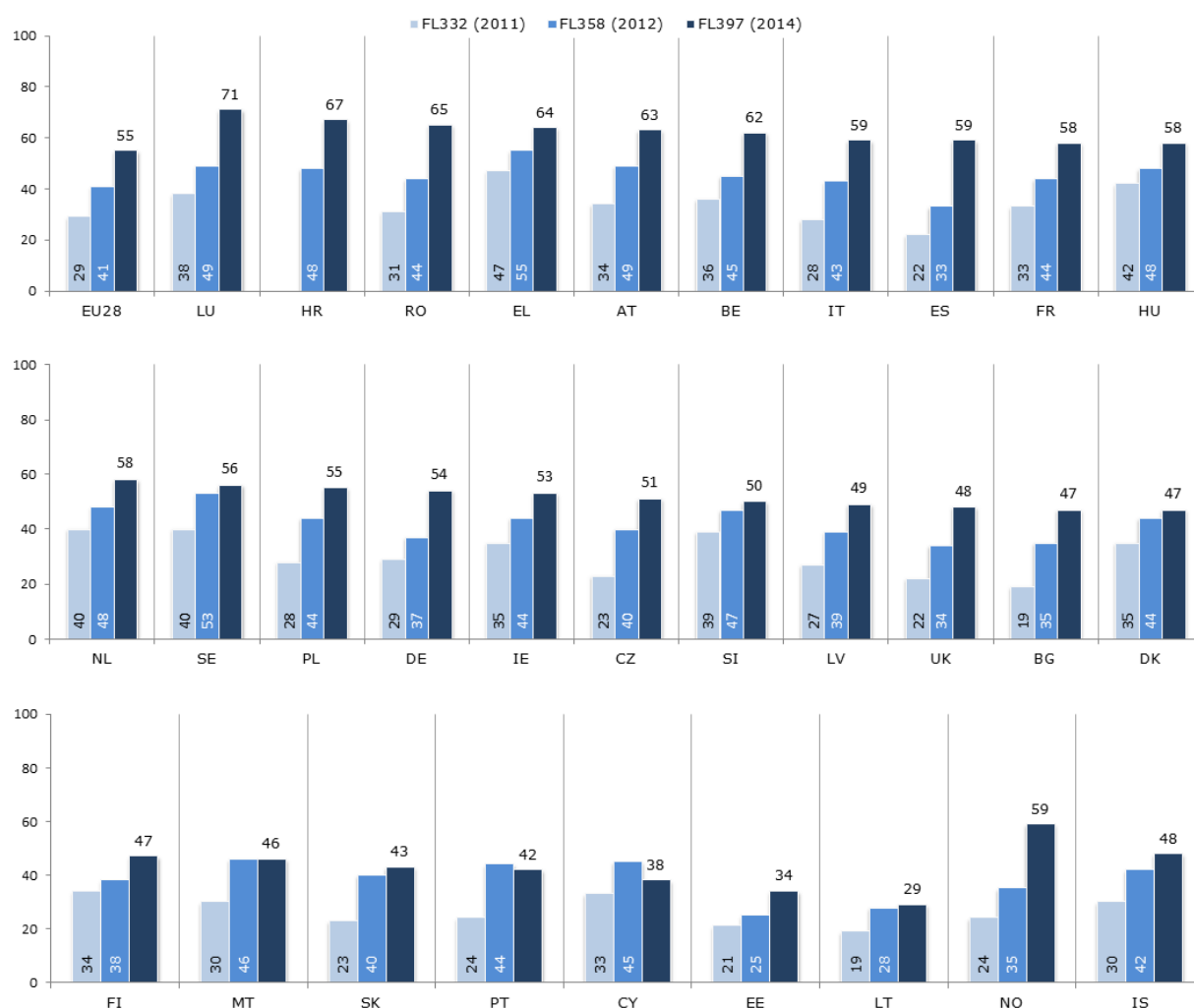
Base: All respondents (n=26.590)

²² The question in this survey has been slightly modified since 2011/2012, when the question referred to purchases in a two-week period.

Almost all countries echo the EU trend for the increasing influence of environmental impact on product or service choice. In only two Member States has the influence of environmental impact declined since 2012: Cyprus (-7 percentage points) and Portugal (-2). However, looking at the longer trend since 2011 shows that the influence environmental impact has on product or service choice has increased even in these countries. The largest increases since 2011 are seen amongst consumers in Spain (+37), Romania (+34), Luxembourg (+33) and Italy (+31), with the smallest increases amongst those in Cyprus (+5), Lithuania (+10), Slovenia (+11) and Denmark (+12). Norway marks an increase of 24 percentage points since 2012 and 35 percentage points since 2011.

**Does a product's environmental impact influence
consumers' purchasing decisions: evolution**

Q5 Considering everything you bought last week, did the environmental impact of any product or service influence your choice? - Total 'Yes' answers



Base: All respondents (n=26.590)

The socio-demographic analysis reveals the following differences:

- Those aged 15-24 are least likely to say the environmental impact of any product or service influenced their choice, particularly compared to those aged 40-54 (50% vs. 59%).
- The longer a respondent remained in education, the more likely they are to say environmental impact influenced their choice of a product or service: 46% of those with the lowest education levels say this, compared to 60% of those who stayed in education until age 20 or older.
- Employees (59%) and the self-employed (58%) are more likely than those who are not working (52%) or manual workers (50%) to say environmental impact influenced their choice.
- Those who use the Internet for private purposes are more likely than those who do not to say their choices were influenced by environmental impact (57% vs. 48%).
- Respondents who use two or more languages comfortably for personal interests are more likely to say environmental impact influenced their choice of a product or service compared to those who only speak one language (59%-62% vs. 51%).

Q5 Considering everything you bought during the last two weeks, did the environmental impact of any goods or services influence your choice?

	Total 'Yes'	No	Don't know
EU28	55%	42%	3%

 Sex

Male	52%	46%	2%
Female	59%	38%	3%

 Age

15-24	50%	49%	1%
25-39	56%	42%	1%
40-54	59%	40%	1%
55 +	54%	41%	5%

 Education (End of)

15-	46%	49%	5%
16-19	54%	44%	3%
20+	60%	38%	2%
Still studying	54%	45%	1%

 Respondent occupation scale

Self-employed	58%	40%	2%
Employee	59%	40%	1%
Manual workers	50%	48%	2%
Not working	52%	43%	4%

Use of Internet for private purposes

Yes	57%	42%	2%
No	48%	44%	7%
Daily	57%	42%	1%
Weekly	58%	40%	2%
Monthly	56%	42%	2%
Less often	55%	42%	3%
Never	48%	44%	7%

Language(s) used comfortably for personal interests

Country's language only	51%	46%	3%
2 languages	59%	39%	2%
3 languages	60%	38%	2%
4 languages and more	62%	36%	2%

Base: All respondents (n=26.590)

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 397
“Consumer attitudes towards
cross-border trade and consumer protection”
TECHNICAL SPECIFICATIONS

Between the 14 and the 16 of April 2014, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 397 about “Consumer attitudes towards cross-border trade and consumer protection”.

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Health and Consumers. It is a general public survey co-ordinated by the Directorate-General for Communication (DG COMM “Strategy, Corporate Communication Actions and Eurobarometer” Unit). The FLASH EUROBAROMETER 397 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over. The FLASH EUROBAROMETER 397 was also conducted in Iceland and Norway. The survey covers the national population of citizens in these countries as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the “last birthday rule”.

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	14/04/2014	16/04/2014	8.939.546
BG	Bulgaria	TNS BBSS	1.000	14/04/2014	16/04/2014	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	14/04/2014	16/04/2014	9.012.443
DK	Denmark	TNS Gallup A/S	1.004	14/04/2014	16/04/2014	4.561.264
DE	Germany	TNS Infratest	1.000	14/04/2014	16/04/2014	64.336.389
EE	Estonia	TNS Emor	1.000	14/04/2014	16/04/2014	945.733
IE	Ireland	IMS Millward Brown	1.000	14/04/2014	16/04/2014	3.522.000
EL	Greece	TNS ICAP	1.001	14/04/2014	16/04/2014	8.693.566
ES	Spain	TNS Demoscopia S.A	1.001	14/04/2014	16/04/2014	39.127.930
FR	France	TNS Sofres	1.003	14/04/2014	16/04/2014	47.756.439
HR	Croatia	HENDAL	1.006	14/04/2014	16/04/2014	3.749.400
IT	Italy	TNS ITALIA	1.003	14/04/2014	16/04/2014	51.862.391
CY	Rep. of Cyprus	CYMAR	500	14/04/2014	16/04/2014	660.400
LV	Latvia	TNS Latvia	1.001	14/04/2014	16/04/2014	1.447.866
LT	Lithuania	TNS LT	1.000	14/04/2014	16/04/2014	2.829.740
LU	Luxembourg	TNS Dimarso	500	14/04/2014	16/04/2014	434.878
HU	Hungary	TNS Hoffmann Kft	1.006	14/04/2014	16/04/2014	8.320.614
MT	Malta	MISCO International Ltd	504	14/04/2014	16/04/2014	335.476
NL	Netherlands	TNS NIPO	1.001	14/04/2014	16/04/2014	13.371.980
AT	Austria	TNS Austria	1.001	14/04/2014	16/04/2014	7.009.827
PL	Poland	TNS OBOP	1.000	14/04/2014	16/04/2014	32.413.735
PT	Portugal	TNS EUROTESTE	1.001	14/04/2014	16/04/2014	8.080.915
RO	Romania	TNS CSOP	1.012	14/04/2014	16/04/2014	18.246.731
SI	Slovenia	RM PLUS	1.011	14/04/2014	16/04/2014	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.025	14/04/2014	16/04/2014	4.549.956
FI	Finland	TNS Gallup Oy	1.002	14/04/2014	16/04/2014	4.440.004
SE	Sweden	TNS SIFO	1.000	14/04/2014	16/04/2014	7.791.240
UK	United Kingdom	TNS UK	1.007	14/04/2014	16/04/2014	51.848.010
TOTAL EU28			26.590	14/04/2014	16/04/2014	412.585.684
IS	Iceland	Capacent ehf	501	14/04/2014	16/04/2014	252.277
NW	Norway	TNS Gallup AS	1.000	14/04/2014	16/04/2014	3.886.395
TOTAL			28.091	14/04/2014	16/04/2014	416.724.356

QUESTIONNAIRE

ASK ALL

D1 How old are you?

D2 Gender.

Male

1

Female

2

ASK ALL

D6 How often do you use the Internet for private purposes?

(READ OUT - ONE ANSWER ONLY)

Every day or almost every day

1

At least once a week (but not every day)

2

At least once a month (but not every week)

3

Less than once a month

4

Hardly ever

5

Never

6

DK\NA

7

NEW

ASK Q1 IF “USE THE INTERNET FOR PRIVATE REASONS”, code 1 to 5 in D6

Q1: CODE 4 IS A SINGLE CODE

A RETAILER IS THE SELLER OF A GOOD (EITHER SHOP OR WEBSITE) A PROVIDER IS THE SELLER OF A SERVICE (EITHER SHOP OR WEBSITE)

Q1 In the past 12 months, have you purchased any goods or services via the Internet? (M)

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, from a retailer or service provider located in (OUR COUNTRY) (M)	1,
Yes, from a retailer or service provider located in another EU country (M)	2,
Yes, from a retailer or service provider located outside the EU (M)	3,
No	4,
Yes, you purchased online but do not know where the retailer or service provider is located (DO NOT READ OUT) (N)	5,
DK\NA	6,

Q14 FL358 MODIFIED TREND

ASK ALL

Q2 In the past 12 months, have you purchased any goods or services through channels other than the Internet from a retailer or service provider located in another EU country?

(ONE ANSWER ONLY)

Yes	1
No	2
DK\NA	3

NEW

Q3: ROTATE STATEMENTS 1 TO 6

Q3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

(READ OUT - ONE ANSWER ONLY)

		Strongly agree	Agree	Disagree	Strongly disagree	DK/NA
1	You trust public authorities to protect your rights as a consumer	1	2	3	4	5
2	In general, retailers and service providers respect your rights as a consumer (M)	1	2	3	4	5
3	You trust non-governmental consumer organisations to protect your rights as a consumer (M)	1	2	3	4	5
4	It is easy to settle disputes with retailers and service providers through an out-of-court body (i.e. arbitration, mediation or conciliation body) (M)	1	2	3	4	5
5	It is easy to settle disputes with retailers and service providers through the courts (M)	1	2	3	4	5
6	Most environmental claims about goods or services are reliable (N)	1	2	3	4	5

Q1.1, Q1.2, Q1.4, Q1.5, Q1.6 FL358 MODIFIED TREND

READ OUT: “Product safety” relates to consumer products only and does not include industrial products. Unsafe products are those which fail to comply with safety standards. Here we are not talking for example about rifles or knives. (M)

Q4 Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...?

(READ OUT - ONE ANSWER ONLY)

Essentially all non-food products are safe	1
A small number of non-food products are unsafe	2
A significant number of non-food products are unsafe	3
It depends on the product (DO NOT READ OUT)	4
DKNA	5

Q2 FL358

Q5 Considering everything you bought during the last two weeks, did the environmental impact of any goods or services influence your choice?

(READ OUT - ONE ANSWER ONLY)

Yes, for all or most goods or services you bought (N)	1
Yes, but only for some (N)	2
Yes, but only for one or two (N)	3
No	4
DKNA	5

Q4 FL358 MODIFIED TREND

Q6 Suppose you ordered a new electronic product by post, phone or the Internet, do you think you have the right to return the product 4 days after its delivery and get your money back, without giving any reason? (M)

(READ OUT - ONE ANSWER ONLY)

Yes	1
No	2
It depends on the product (N)	3
DKNA	4

Q6 FL358 MODIFIED TREND

--

Q7	Imagine that an electronic product you bought new 18 months ago breaks down without any fault on your part. You didn't buy or benefit from any extended commercial guarantee. Do you have the right to have it repaired or replaced for free? (M)
----	---

(READ OUT - ONE ANSWER ONLY)

Yes	1
No	2
It depends on the product (N)	3
DK\NA	4

Q7 FL358 MODIFIED TREND

--

Q8	Imagine you receive two educational DVDs by post that you have not ordered, together with a 20 euro invoice for the goods. Are you obliged to pay the invoice?
----	--

(READ OUT - ONE ANSWER ONLY)

No, and you are not obliged to return the DVDs	1
No, provided that you return the DVDs	2
Yes, you are obliged to pay	3
DK\NA	4

Q8 FL358

--

Q9	In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint? (M)
----	---

(READ OUT - ONE ANSWER ONLY)

Yes, and you took action to solve the problem (M)	1
Yes, but you did not do anything	2
No	3
DK\NA	4

Q10 FL358

ASK IF “Yes and you took action to solve the problem”, code 1 in Q9 (M)

--

Q10	And what did you do?
-----	----------------------

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

You complained about it to the retailer or service provider (M)

1,

You complained about it to the manufacturer

2,

You complained about it to a public authority

3,

You brought the matter to an out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body (M)

4,

You took the business concerned to Court
--

5,

Other (DO NOT READ OUT)

6,

DK\NA

7,

Q11 FL358

ASK Q11.1 IF “You complained about it to the retailer or service provider”, CODE 1 in Q10
 ASK Q11.2 IF “You complained about it to the manufacturer”, CODE 2 in Q10 ASK Q11.3 IF
 “You complained about it to a public authority”, CODE 3 in Q10 ASK Q11.4 IF “You brought
 the matter to an out-of-court dispute resolution body such as an ombudsman, arbitration,
 mediation or conciliation body”, CODE 4 in Q10 ASK Q11.5 IF “You took the business
 concerned to court”, CODE 5 in Q10 (M)

--

Q11	In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:
-----	--

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK/NA

1	Retailer or service provider (M)	1	2	3	4	5
2	Manufacturer	1	2	3	4	5
3	Public authority	1	2	3	4	5
4	Out-of-court dispute resolution body (M)	1	2	3	4	5
5	Court	1	2	3	4	5

Q12 FL358

ASK Q12 IF “Yes – but you did not do anything”, CODE 2 IN Q9 (M)
--

Q12: ROTATE ITEMS 1 TO 7

--

Q12	What were the main reasons why you did not take any action? (M)
-----	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

You were unlikely to get a satisfactory solution to the problem you encountered	1,
The sums involved were too small	2,
You did not know how or where to complain	3,
You were not sure of your rights as a consumer	4,
You thought it would take too long	5,
You tried to complain about other problems in the past but were not successful	6,
You thought complaining would have led to a confrontation, and you do not feel at ease in such situations (N)	7,
Other (DO NOT READ OUT)	8,
DK\NA	9,

Q13 FL358 MODIFIED TREND

ASK ALL

Q13: ANSWERS 4 AND 5 ARE SINGLE

Q13: ROTATE STATEMENTS 1 TO 4

Q13 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

		Yes, with retailers or service providers located in (OUR COUNTR Y	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)	No	DK\NA
1	You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize	1,	2,	3,	4,	5,
2	You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract	1,	2,	3,	4,	5,

3	You have been offered a product advertised as free of charge which actually entailed charges	1,	2,	3,	4,	5,
4	You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case	1,	2,	3,	4,	5,
5	You have come across other unfair commercial practices	1,	2,	3,	4,	5,

NEW

ASK Q14a IF “SHOP ONLINE IN OUR COUNTRY AND IN ANOTHER EU COUNTRY”,
CODE 1 AND 2 in Q1

Q14a: ROTATE STATEMENTS 1 TO 3

Q14a: ANSWERS 4 AND 5 SINGLE

Q14a	I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...?
------	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

		Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)	No	DK/NA
--	--	---	---	---	----	-------

1	You have received a damaged product or a different product from the one you ordered	1,	2,	3,	4,	5,
2	Products were delivered later than promised	1,	2,	3,	4,	5,
3	Products were not delivered at all	1,	2,	3,	4,	5,

NEW BASED ON Q15 FL358

ASK Q14b IF “SHOP ONLINE IN OUR COUNTRY BUT NOT IN ANOTHER EU COUNTRY”,
CODE 1 IN Q1 AND NO CODE 2 IN Q1

Q14b: ROTATE STATEMENTS 1 TO 3

Q14b	I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?
------	---

(READ OUT - ONE ANSWER ONLY)

		Yes	No	DK/NA
1	You have received a damaged product or a different product from the one you ordered	1	2	3
2	Products were delivered later than promised	1	2	3
3	Products were not delivered at all	1	2	3

NEW BASED ON Q15 FL358

ASK Q14c IF “SHOP ONLINE IN ANOTHER EU COUNTRY BUT NOT IN (OUR COUNTRY)”, CODE 2 IN Q1 AND NO CODE 1 IN Q1

Q14c: ROTATE STATEMENTS 1 TO 3

Q14c	I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in another EU country during the last 12 months...?
------	--

(READ OUT - ONE ANSWER ONLY)

		Yes	No	DK/NA
1	You have received a damaged product or a different product from the one you ordered	1	2	3
2	Products were delivered later than promised	1	2	3
3	Products were not delivered at all	1	2	3

NEW BASED ON Q15 FL358

ASK Q15 IF "SHOP ONLINE IN ANOTHER EU COUNTRY", CODE 2 in Q1
--

Q15: ROTATE ITEMS 1 TO 3

Q15: ITEMS 4 AND 5 SINGLE

--

Q15	During the past 12 months, have you come across any of the following problems when buying goods and services online from another EU country?
-----	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

The retailer or service provider refused to deliver to (OUR COUNTRY)	1,
The retailer or service provider did not accept payment from (OUR COUNTRY)	2,
You were redirected to a website in (OUR COUNTRY) where the prices were different	3,
None of them	4,
DK\NA	5,

NEW

ASK Q16a IF "Did buy product or service in another EU country" – CODE 2 in Q1 or CODE 1 in Q2

Q16a: ROTATE STATEMENTS 1 TO 2

Q16a: ANSWERS 4 AND 5 SINGLE

Q16a	Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them during the last 12 months...?
------	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

		Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)	No	DK/NA
--	--	---	---	---	----	-------

1	You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)	1,	2,	3,	4,	5,
2	You have had to pay unanticipated extra charges	1,	2,	3,	4,	5,

NEW

ASK Q16b IF "Did NOT buy product or service in another EU country" – NO CODE 2 in Q1
and NO CODE 1 in Q2

Q16b: ROTATE STATEMENTS 1 TO 2

Q16b	Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?
------	---

(READ OUT - ONE ANSWER ONLY)

		Yes	No	DK/NA
1	You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)	1	2	3
2	You have had to pay unanticipated extra charges	1	2	3

NEW

ASK ALL

Q17: ROTATE STATEMENTS 1 TO 2

Q17 How strongly do you agree or disagree with each of the following statements?

(READ OUT - ONE ANSWER ONLY)

		Strongly Agree	Agree	Disagree	Strongly disagree	DK/NA
--	--	-------------------	-------	----------	----------------------	-------

1	You feel confident purchasing goods or services via the Internet from retailers or service providers in (OUR COUNTRY) (M)	1	2	3	4	5
2	You feel confident purchasing goods or services via the Internet from retailers or service providers in another EU country (M)	1	2	3	4	5

Q16 FL358 MODIFIED TREND

--

Q18	Which languages can you use comfortably for personal interests such as shopping, searching the web or other uses ?
-----	--

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

Bulgarian	1,
Czech	2,
Croatian	3,
Danish	4,
Dutch	5,
English	6,
Estonian	7,
Finnish	8,
French	9,
German	10,
Greek	11,
Hungarian	12,
Irish	13,
Italian	14,
Latvian	15,
Lithuanian	16,
Maltese	17,
Polish	18,
Portuguese	19,
Romanian	20,
Slovak	21,
Slovenian	22,
Spanish	23,
Swedish	24,
Icelandic	25,
Norwegian	26,
Luxembourgish	27,
Russian	28,
Other	29,
DK\NA	30,

NEW

--

Q19	Thinking about your household's financial situation, would you say that making ends meet every month is ...?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very difficult	1
Fairly difficult	2
Fairly easy	3
Very easy	4
DK/NA	5

NEW

Q20: ROTATE STATEMENTS 1 TO 2

--

Q20	Suppose that the exact same product is on sale in shop A and shop B. I will read you two statements about offers from shop A and shop B. In each case, please tell me which shop is cheaper.
-----	--

(READ OUT – ONE ANSWER ONLY)

		Shop A	Shop B	DK/NA
--	--	--------	--------	-------

1	Shop A offers a TV set for 440 euro. Shop B offers the exact same type of TV set at 500 euro, but with a discount of 10%.	1	2	3
2	Shop A offers a TV set for 890 euro. Shop B offers the exact same type of TV set at 940 euro, but with a reduction of 60 euro.	1	2	3

NEW

D4	How old were you when you stopped full-time education?
----	--

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

--	--

FL908 D4

D5a	As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? (M)
-----	--

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

FL908 D5a

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

FL908 D5b

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

FL908 D5c

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

FL908 D5d

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

FL908 D5e

D12	What region do you live in?								
D13	Would you say you live in a...?								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Rural area or village</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>Small or medium-sized town</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Large town/city</td> <td style="text-align: center;">3</td> </tr> <tr> <td></td> <td style="text-align: center;">4</td> </tr> </table>	Rural area or village	1	Small or medium-sized town	2	Large town/city	3		4
Rural area or village	1								
Small or medium-sized town	2								
Large town/city	3								
	4								
D18	Have you got a mobile phone?								
	(DO NOT READ OUT)								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Yes</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>No</td> <td style="text-align: center;">2</td> </tr> </table>	Yes	1	No	2				
Yes	1								
No	2								
D20	Have you got a landline phone?								
	(DO NOT READ OUT)								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Yes</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>No</td> <td style="text-align: center;">2</td> </tr> </table>	Yes	1	No	2				
Yes	1								
No	2								
D22	Could you tell me how many people aged 15 years or more live in your household, yourself included?								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 80%;">Number of people aged 15 or more in the household</td> </tr> </table>			Number of people aged 15 or more in the household					
		Number of people aged 15 or more in the household							

TABLES

Q1 Au cours des 12 derniers mois, avez-vous acheté des biens ou des services par internet ? (PLUSIEURS REPONSES POSSIBLES)

Q1 In the past 12 months, have you purchased any goods or services via the Internet? (MULTIPLE ANSWERS POSSIBLE)

Q1 Bitte sagen Sie mir, ob Sie in den letzten 12 Monaten Produkte oder Dienstleistungen über das Internet gekauft haben. (MEHRFACHNENNUNGEN MÖGLICH)

			Oui, auprès d'un détaillant ou d'un fournisseur de service établi en (NOTRE PAYS) Yes, from a retailer or service provider located in (OUR COUNTRY) Ja, von Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, auprès d'un détaillant ou d'un fournisseur de service établi dans un autre Yes, from a retailer or service provider located in another EU country Ja, von Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Oui, auprès d'un détaillant ou d'un fournisseur de service établi en dehors de l'UE Yes, from a retailer or service provider located outside the EU Ja, von Anbietern oder Händlern mit Sitz außerhalb der EU	Non No Nein				
% (Total N)			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	21926	58	11	19	4	11	3	35	-12
	BE	851	42	12	33	7	8	1	42	-14
	BG	767	41	16	14	4	8	4	51	-15
	CZ	822	67	7	12	5	10	5	29	-9
	DK	930	72	11	35	2	15	2	17	-12
	DE	831	70	11	19	6	9	3	25	-12
	EE	821	44	14	26	9	16	7	40	-17
	IE	887	50	10	49	1	19	0	24	-9
	EL	756	38	17	15	0	12	3	53	-13
	ES	814	42	7	15	3	12	3	48	-9
	FR	861	61	10	20	1	11	1	33	-8
	HR	856	27	10	15	9	14	5	61	-12
	IT	734	43	14	22	11	9	3	46	-18
	CY	781	17	12	46	15	15	0	42	-16
	LV	392	38	8	24	9	17	7	47	-9
	LT	844	42	11	16	5	9	3	49	-12
	LU	784	20	6	57	16	10	2	36	-14
	HU	444	46	13	11	4	4	1	50	-12
	MT	771	13	2	55	13	37	13	38	-13
	NL	373	75	3	18	-1	12	2	21	-5
	AT	923	43	1	53	16	8	2	30	-9
	PL	852	61	7	10	5	4	3	35	-8
	PT	837	29	12	16	6	8	2	61	-12
	RO	730	40	12	5	0	2	-1	57	-11
	SI	753	39	6	18	4	10	2	48	-8
	SK	777	59	10	13	-5	4	-3	34	-10
	FI	822	55	8	30	4	16	1	35	-6
	SE	892	71	12	28	11	14	4	22	-12
	UK	925	82	16	23	3	25	6	16	-15
	IS	475	44	15	26	6	37	12	32	-13
	NO	926	67	20	35	11	24	4	20	-15

Base: respondents who use the Internet for private reasons (n=21.926)

Q1 Au cours des 12 derniers mois, avez-vous acheté des biens ou des services par internet ? (PLUSIEURS REPONSES POSSIBLES)

Q1 In the past 12 months, have you purchased any goods or services via the Internet? (MULTIPLE ANSWERS POSSIBLE)

Q1 Bitte sagen Sie mir, ob Sie in den letzten 12 Monaten Produkte oder Dienstleistungen über das Internet gekauft haben. (MEHRFACHNENNUNGEN MÖGLICH)

			Oui, vous avez acheté en ligne, mais vous ne savez pas où le détaillant ou le fournisseur de service est établi (NE PAS LIRE) Yes, you purchased online but do not know where the retailer or service provider is located (DO NOT READ OUT) Ja, Sie haben online eingekauft, wissen aber nicht, wo sich der Sitz des/der Anbieter oder Händler befindet (NICHT VORLESEN)		NSP\SR		Total 'Oui'	
					DK\NA		Total 'Yes'	
					WN/KA		Gesamt 'Ja'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)							
	EU 28	21926	2	2	0	-1	65	12
	BE	851	3	3	0	0	58	14
	BG	767	1	1	0	0	49	15
	CZ	822	1	1	0	0	70	8
	DK	930	3	3	0	-1	83	12
	DE	831	3	3	0	-1	75	12
	EE	821	1	1	0	-1	59	17
	IE	887	1	1	0	-1	75	9
	EL	756	0	0	0	0	47	13
	ES	814	2	2	0	0	51	8
	FR	861	3	3	0	-1	67	9
	HR	856	1	1	0	-1	39	13
	IT	734	2	2	0	-1	54	19
	CY	781	2	2	0	-1	58	17
	LV	392	2	2	0	-1	52	9
	LT	844	1	1	0	0	51	12
	LU	784	2	2	0	0	64	14
	HU	444	0	0	0	0	50	13
	MT	771	1	1	0	-1	62	14
	NL	373	2	2	0	0	79	5
	AT	923	2	2	0	-1	70	10
	PL	852	2	2	0	-1	64	8
	PT	837	1	1	1	1	38	12
	RO	730	0	0	0	-1	42	11
	SI	753	0	0	0	0	51	7
	SK	777	1	1	1	1	65	9
	FI	822	2	2	0	0	65	7
	SE	892	2	2	1	0	77	13
	UK	925	3	3	0	0	84	16
	IS	475	0	0	0	-1	67	13
	NO	926	2	2	0	-1	79	15

Base: respondents who use the Internet for private reasons (n=21.926)

Q1 Au cours des 12 derniers mois, avez-vous acheté des biens ou des services par internet ? (PLUSIEURS REPONSES POSSIBLES)

Q1 In the past 12 months, have you purchased any goods or services via the Internet? (MULTIPLE ANSWERS POSSIBLE)

Q1 Bitte sagen Sie mir, ob Sie in den letzten 12 Monaten Produkte oder Dienstleistungen über das Internet gekauft haben. (MEHRFACHNENNUNGEN MÖGLICH)

			Oui, auprès d'un détaillant ou d'un fournisseur de service établi en (NOTRE PAYS) Yes, from a retailer or service provider located in (OUR COUNTRY) Ja, von Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, auprès d'un détaillant ou d'un fournisseur de service établi dans un autre pays de l'UE Yes, from a retailer or service provider located in another EU country Ja, von Anbietern oder Händlern mit Sitz in einem anderen EU- Mitgliedsland	Oui, auprès d'un détaillant ou d'un fournisseur de service établi en dehors de l'UE Yes, from a retailer or service provider located outside the EU Ja, von Anbietern oder Händlern mit Sitz außerhalb der EU	Non No Nein
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	48	16	9	29
	BE	1001	36	28	7	36
	BG	1000	32	11	6	39
	CZ	1000	55	10	8	24
	DK	1004	67	32	14	16
	DE	1000	58	16	7	20
	EE	1000	36	22	13	33
	IE	1000	45	44	17	22
	EL	1001	29	11	9	40
	ES	1001	34	12	10	39
	FR	1003	52	17	9	28
	HR	1006	20	11	10	44
	IT	1003	34	17	7	35
	CY	500	13	36	12	33
	LV	1001	32	20	14	40
	LT	1000	33	12	7	38
	LU	500	18	51	9	32
	HU	1006	35	8	3	38
	MT	504	10	41	27	28
	NL	1001	69	16	11	19
	AT	1001	37	45	7	26
	PL	1000	51	8	4	30
	PT	1001	21	12	6	45
	RO	1012	30	4	2	43
	SI	1011	30	14	7	37
	SK	1025	47	10	3	27
	FI	1002	49	26	15	31
	SE	1000	66	26	13	21
	UK	1007	70	20	21	13
	IS	501	42	25	35	31
	NO	1000	62	32	22	19

Q1 Au cours des 12 derniers mois, avez-vous acheté des biens ou des services par internet ? (PLUSIEURS REPONSES POSSIBLES)

Q1 In the past 12 months, have you purchased any goods or services via the Internet? (MULTIPLE ANSWERS POSSIBLE)

Q1 Bitte sagen Sie mir, ob Sie in den letzten 12 Monaten Produkte oder Dienstleistungen über das Internet gekauft haben. (MEHRFACHNENNUNGEN MÖGLICH)

			Oui, vous avez acheté en ligne, mais vous ne savez pas où le détaillant ou le fournisseur de service est établi (NE PAS LIRE) Yes, you purchased online but do not know where the retailer or service provider is located (DO NOT READ OUT) Ja, Sie haben online eingekauft, wissen aber nicht, wo sich der Sitz des/der Anbieter oder Händler befindet (NICHT VORLESEN)	Pas d'utilisation de l'Internet à des fins privées No use of the Internet for private purposes Kein Gebrauch des Internets für private Zwecke	NSP\SR DK\NA WN/KA	Total 'Oui' Total 'Yes' Gesamt 'Ja'
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	2	18	0	54
	BE	1001	2	15	0	49
	BG	1000	1	23	0	37
	CZ	1000	1	18	0	58
	DK	1004	2	7	0	76
	DE	1000	3	17	0	63
	EE	1000	1	18	0	49
	IE	1000	1	11	0	67
	EL	1001	0	24	0	36
	ES	1001	1	19	0	42
	FR	1003	2	14	0	57
	HR	1006	1	27	0	29
	IT	1003	1	22	0	42
	CY	500	1	22	0	45
	LV	1001	1	16	0	44
	LT	1000	1	22	0	40
	LU	500	2	11	0	57
	HU	1006	0	23	0	38
	MT	504	0	26	0	46
	NL	1001	2	8	0	73
	AT	1001	2	15	0	59
	PL	1000	2	16	0	54
	PT	1001	1	27	1	28
	RO	1012	0	26	0	31
	SI	1011	0	23	0	40
	SK	1025	1	20	0	52
	FI	1002	2	11	0	58
	SE	1000	2	8	0	71
	UK	1007	3	15	0	72
	IS	501	0	5	0	64
	NO	1000	2	7	0	73

Q2 Au cours des 12 derniers mois, avez-vous acheté des biens ou des services autrement que par internet auprès d'un détaillant ou d'un fournisseur de service établi dans un autre pays de l'UE ?

Q2 In the past 12 months, have you purchased any goods or services through channels other than the Internet from a retailer or service provider located in another EU country?

Q2 Haben Sie in den letzten 12 Monaten Produkte oder Dienstleistungen über andere Quellen als das Internet von einem Anbieter oder Händler mit Sitz in einem anderen EU-Mitgliedsland erworben?

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)				
 EU 28	26590		12	88	0
 BE	1001		17	83	0
 BG	1000		12	88	0
 CZ	1000		16	83	1
 DK	1004		14	85	1
 DE	1000		11	88	1
 EE	1000		21	79	0
 IE	1000		16	83	1
 EL	1001		5	95	0
 ES	1001		4	96	0
 FR	1003		12	88	0
 HR	1006		13	87	0
 IT	1003		13	86	1
 CY	500		18	80	2
 LV	1001		12	88	0
 LT	1000		14	86	0
 LU	500		38	62	0
 HU	1006		6	94	0
 MT	504		14	86	0
 NL	1001		27	73	0
 AT	1001		13	87	0
 PL	1000		11	88	1
 PT	1001		7	93	0
 RO	1012		9	91	0
 SI	1011		14	86	0
 SK	1025		21	78	1
 FI	1002		14	86	0
 SE	1000		13	87	0
 UK	1007		11	89	0
 IS	501		23	77	0
 NO	1000		26	73	1

Q3.1 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

Vous avez confiance dans les pouvoirs publics pour protéger vos droits en tant que consommateur

Q3.1 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

You trust public authorities to protect your rights as a consumer

Q3.1 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...vertrauen Sie den staatlichen Einrichtungen, Ihre Rechte als Verbraucher zu schützen

		%	(Total N)	Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord		NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
				Strongly agree		Agree		Disagree		Strongly disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
				Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
				Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590		10	0	51	2	26	-3	10	0	3	1	61	2	36	-3
	BE	1001		12	4	61	4	18	-8	7	-1	2	1	73	8	25	-9
	BG	1000		17	6	29	-16	27	-1	23	10	4	1	46	-10	50	9
	CZ	1000		7	2	41	6	35	-5	15	-4	2	1	48	8	50	-9
	DK	1004		16	1	64	2	15	-3	2	-1	3	1	80	3	17	-4
	DE	1000		18	1	49	7	25	-5	6	-4	2	1	67	8	31	-9
	EE	1000		20	6	53	11	12	-8	4	-5	11	-4	73	17	16	-13
	IE	1000		11	0	59	0	20	0	8	0	2	0	70	0	28	0
	EL	1001		6	-2	43	10	35	1	15	-9	1	0	49	8	50	-8
	ES	1001		4	1	42	-6	38	2	15	2	1	1	46	-5	53	4
	FR	1003		13	1	47	0	24	-3	15	2	1	0	60	1	39	-1
	HR	1006		4	0	30	2	41	-1	23	-1	2	0	34	2	64	-2
	IT	1003		3	-2	48	5	33	-4	12	-1	4	2	51	3	45	-5
	CY	500		5	-8	36	-5	35	11	18	1	6	1	41	-13	53	12
	LV	1001		8	0	52	-2	27	-2	8	1	5	3	60	-2	35	-1
	LT	1000		5	2	41	5	36	-4	13	-4	5	1	46	7	49	-8
	LU	500		14	3	64	-8	16	3	4	1	2	1	78	-5	20	4
	HU	1006		11	6	65	0	17	-4	3	-2	4	0	76	6	20	-6
	MT	504		25	9	45	-10	16	-1	7	0	7	2	70	-1	23	-1
	NL	1001		11	1	67	-3	18	1	3	1	1	0	78	-2	21	2
	AT	1001		18	-2	63	8	14	-5	3	-2	2	1	81	6	17	-7
	PL	1000		3	0	50	7	32	-5	9	-6	6	4	53	7	41	-11
	PT	1001		6	0	51	-1	29	-1	10	0	4	2	57	-1	39	-1
	RO	1012		5	2	46	-1	33	-2	15	1	1	0	51	1	48	-1
	SI	1011		5	1	28	-2	41	-5	23	4	3	2	33	-1	64	-1
	SK	1025		8	3	45	-1	34	-5	8	-1	5	4	53	2	42	-6
	FI	1002		16	2	69	0	12	-2	1	-1	2	1	85	2	13	-3
	SE	1000		20	2	57	-2	17	-2	4	1	2	1	77	0	21	-1
	UK	1007		13	-1	66	2	15	-1	3	0	3	0	79	1	18	-1
	IS	501		4	2	44	15	33	-10	14	-6	5	-1	48	17	47	-16
	NO	1000		18	5	66	6	12	-9	3	-2	1	0	84	11	15	-11

Q3.2 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

D'une manière générale, les détaillants et fournisseurs de service respectent vos droits en tant que consommateur

Q3.2 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

In general, retailers and service providers respect your rights as a consumer

Q3.2 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...respektieren Anbieter und Händler im Allgemeinen Ihre Rechte als Verbraucher

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord		NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			Strongly agree		Agree		Disagree		Strongly disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
			Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	26590	10	3	61	9	21	-12	5	-1	3	1	71	12	26	-13
	BE	1001	9	2	70	14	17	-14	2	-2	2	0	79	16	19	-16
	BG	1000	15	11	38	1	26	-17	16	3	5	2	53	12	42	-14
	CZ	1000	11	7	63	26	18	-27	4	-9	4	3	74	33	22	-36
	DK	1004	11	5	68	14	14	-17	2	-2	5	0	79	19	16	-19
	DE	1000	19	8	55	6	19	-13	3	-3	4	2	74	14	22	-16
	EE	1000	17	3	59	6	15	-6	3	-2	6	-1	76	9	18	-8
	IE	1000	14	7	64	-4	17	-2	3	-1	2	0	78	3	20	-3
	EL	1001	4	0	46	13	40	-5	8	-7	2	-1	50	13	48	-12
	ES	1001	6	2	60	12	26	-13	4	-3	4	2	66	14	30	-16
	FR	1003	14	5	56	5	18	-12	10	2	2	0	70	10	28	-10
	HR	1006	10	1	53	5	28	-4	7	-1	2	-1	63	6	35	-5
	IT	1003	2	-1	55	10	33	-9	7	0	3	0	57	9	40	-9
	CY	500	3	-4	49	16	33	-6	10	-5	5	-1	52	12	43	-11
	LV	1001	4	-2	63	5	24	-6	4	1	5	2	67	3	28	-5
	LT	1000	7	0	63	12	20	-10	4	-3	6	1	70	12	24	-13
	LU	500	15	7	69	0	11	-8	3	0	2	1	84	7	14	-8
	HU	1006	7	3	69	19	21	-17	2	-3	1	-2	76	22	23	-20
	MT	504	17	11	46	5	23	-19	9	0	5	3	63	16	32	-19
	NL	1001	6	3	74	13	16	-17	1	-1	3	2	80	16	17	-18
	AT	1001	14	-3	68	11	12	-8	3	-1	3	1	82	8	15	-9
	PL	1000	6	0	64	13	23	-12	3	-2	4	1	70	13	26	-14
	PT	1001	4	-2	60	0	27	0	4	0	5	2	64	-2	31	0
	RO	1012	6	2	59	12	26	-10	7	-5	2	1	65	14	33	-15
	SI	1011	13	7	53	3	25	-7	5	-2	4	-1	66	10	30	-9
	SK	1025	13	5	61	6	18	-13	3	-1	5	3	74	11	21	-14
	FI	1002	9	0	73	10	14	-10	2	0	2	0	82	10	16	-10
	SE	1000	13	5	62	8	16	-15	3	-1	6	3	75	13	19	-16
	UK	1007	11	3	73	6	11	-8	2	-1	3	0	84	9	13	-9
	IS	501	5	2	62	11	21	-10	5	0	7	-3	67	13	26	-10
	NO	1000	15	8	65	14	14	-21	2	-3	4	2	80	22	16	-24

Q3.3 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

Vous avez confiance dans les organisations non gouvernementales de consommateurs pour protéger vos droits en tant que consommateur

Q3.3 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

You trust non-governmental consumer organisations to protect your rights as a consumer

Q3.3 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...vertrauen Sie nichtstaatlichen Verbraucherorganisationen, Ihre Rechte als Verbraucher zu schützen

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord		NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			Strongly agree		Agree		Disagree		Strongly disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
			Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	26590	9	-2	53	-10	24	7	7	2	7	3	62	-12	31	9
	BE	1001	10	0	65	-5	17	5	4	0	4	0	75	-5	21	5
	BG	1000	10	3	27	-20	26	-3	28	18	9	2	37	-17	54	15
	CZ	1000	5	-6	41	-17	34	12	12	7	8	4	46	-23	46	19
	DK	1004	11	-1	56	-12	20	7	3	2	10	4	67	-13	23	9
	DE	1000	14	-5	38	-19	31	13	9	5	8	6	52	-24	40	18
	EE	1000	10	-5	47	0	11	-2	4	-1	28	8	57	-5	15	-3
	IE	1000	10	-4	53	-19	25	16	6	3	6	4	63	-23	31	19
	EL	1001	4	-5	40	-8	37	13	15	1	4	-1	44	-13	52	14
	ES	1001	7	0	59	-9	26	9	5	0	3	0	66	-9	31	9
	FR	1003	18	-4	53	-12	16	9	9	6	4	1	71	-16	25	15
	HR	1006	7	-1	46	-4	29	4	12	-1	6	2	53	-5	41	3
	IT	1003	5	-3	56	-4	25	3	6	0	8	4	61	-7	31	3
	CY	500	4	-11	39	-5	34	12	14	1	9	3	43	-16	48	13
	LV	1001	6	0	45	-17	26	8	6	1	17	8	51	-17	32	9
	LT	1000	5	0	47	-7	31	8	7	0	10	-1	52	-7	38	8
	LU	500	13	2	65	-9	17	7	3	1	2	-1	78	-7	20	8
	HU	1006	9	5	67	-1	15	-3	3	-3	6	2	76	4	18	-6
	MT	504	24	4	40	-18	14	3	9	6	13	5	64	-14	23	9
	NL	1001	8	0	69	-13	16	7	3	3	4	3	77	-13	19	10
	AT	1001	11	-12	55	-6	24	13	4	2	6	3	66	-18	28	15
	PL	1000	7	2	58	-1	23	-1	4	-3	8	3	65	1	27	-4
	PT	1001	7	-2	63	-6	17	0	5	2	8	6	70	-8	22	2
	RO	1012	5	2	45	-7	34	3	11	0	5	2	50	-5	45	3
	SI	1011	7	0	41	-10	34	2	14	6	4	2	48	-10	48	8
	SK	1025	7	2	42	-15	35	8	8	2	8	3	49	-13	43	10
	FI	1002	10	3	65	-5	17	1	1	-1	7	2	75	-2	18	0
	SE	1000	7	-5	49	-19	29	14	6	4	9	6	56	-24	35	18
	UK	1007	8	-4	61	-14	19	12	3	1	9	5	69	-18	22	13
	IS	501	7	2	57	5	19	-5	5	0	12	-2	64	7	24	-5
	NO	1000	10	0	60	-6	17	1	4	0	9	5	70	-6	21	1

Q3.4 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

Il est facile de résoudre des litiges avec les détaillants et fournisseurs de service via un organisme extrajudiciaire (c'est-à-dire un organisme d'arbitrage, de médiation ou de conciliation)

Q3.4 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

It is easy to settle disputes with retailers and service providers through an out-of-court body (i.e. arbitration, mediation or conciliation body)

Q3.4 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...ist es leicht, Streitfragen mit Anbietern und Händlern mit Hilfe einer außergerichtlichen Stelle (d. h. einer Schlichtungsstelle, eines Schiedsgericht oder einer Vermittlungsstelle) zu klären

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord		NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			Strongly agree		Agree		Disagree		Strongly disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
			Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	26590	5	-1	41	3	25	-4	7	-1	22	3	46	2	32	-5
	BE	1001	3	-2	46	0	28	2	5	-1	18	1	49	-2	33	1
	BG	1000	8	5	23	-10	27	-8	24	11	18	2	31	-5	51	3
	CZ	1000	4	-1	34	5	30	-9	10	-5	22	10	38	4	40	-14
	DK	1004	4	0	40	4	21	-11	3	-1	32	8	44	4	24	-12
	DE	1000	8	-3	31	-3	25	1	6	-1	30	6	39	-6	31	0
	EE	1000	7	2	30	11	17	0	6	-4	40	-9	37	13	23	-4
	IE	1000	7	2	50	-1	21	1	3	-1	19	-1	57	1	24	0
	EL	1001	4	-1	40	5	38	2	7	-4	11	-2	44	4	45	-2
	ES	1001	3	0	41	4	36	-4	6	-5	14	5	44	4	42	-9
	FR	1003	8	-1	45	7	23	-6	10	-2	14	2	53	6	33	-8
	HR	1006	4	-1	33	6	33	-7	13	-2	17	4	37	5	46	-9
	IT	1003	2	0	41	14	32	-2	8	-4	17	-8	43	14	40	-6
	CY	500	3	-7	36	-4	24	-5	11	2	26	14	39	-11	35	-3
	LV	1001	4	-2	35	-6	29	-3	6	1	26	10	39	-8	35	-2
	LT	1000	3	-1	30	-5	26	-9	5	-3	36	18	33	-6	31	-12
	LU	500	6	2	55	4	17	-10	4	1	18	3	61	6	21	-9
	HU	1006	3	0	44	4	23	-12	6	-1	24	9	47	4	29	-13
	MT	504	14	6	36	-1	19	-9	11	3	20	1	50	5	30	-6
	NL	1001	2	-1	55	7	19	-9	1	-3	23	6	57	6	20	-12
	AT	1001	8	-5	41	4	19	-2	4	0	28	3	49	-1	23	-2
	PL	1000	2	-2	41	4	24	-7	6	-2	27	7	43	2	30	-9
	PT	1001	3	0	37	-5	35	0	9	0	16	5	40	-5	44	0
	RO	1012	4	-1	50	-1	23	-1	9	1	14	2	54	-2	32	0
	SI	1011	4	-1	26	-4	35	7	15	6	20	-8	30	-5	50	13
	SK	1025	9	4	43	6	26	-12	7	-2	15	4	52	10	33	-14
	FI	1002	10	-4	54	-2	16	-1	2	0	18	7	64	-6	18	-1
	SE	1000	5	0	34	0	24	-3	5	0	32	3	39	0	29	-3
	UK	1007	6	2	45	-1	16	-6	3	-2	30	7	51	1	19	-8
	IS	501	2	-2	37	-4	13	-2	3	-1	45	9	39	-6	16	-3
	NO	1000	7	1	48	8	17	-5	2	-2	26	-2	55	9	19	-7

Q3.5 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

Il est facile de résoudre des litiges avec les détaillants et fournisseurs de service devant un tribunal

Q3.5 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

It is easy to settle disputes with retailers and service providers through the courts

Q3.5 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...ist es leicht, Streitfragen mit Anbietern und Händlern vor Gericht zu klären

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord		NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			Strongly agree		Agree		Disagree		Strongly disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
			Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN\KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	26590	5	0	31	0	31	-1	11	0	22	1	36	0	42	-1
	BE	1001	3	-2	40	0	33	5	7	0	17	-3	43	-2	40	5
	BG	1000	9	3	21	-9	33	-7	25	11	12	2	30	-6	58	4
	CZ	1000	6	0	21	-3	36	-2	19	-2	18	7	27	-3	55	-4
	DK	1004	5	0	37	0	20	-4	3	-1	35	5	42	0	23	-5
	DE	1000	9	-2	28	1	27	-4	7	0	29	5	37	-1	34	-4
	EE	1000	3	0	16	6	22	5	9	-9	50	-2	19	6	31	-4
	IE	1000	7	3	44	1	21	-2	5	1	23	-3	51	4	26	-1
	EL	1001	5	-1	37	3	39	3	11	-4	8	-1	42	2	50	-1
	ES	1001	2	0	29	0	39	-1	12	0	18	1	31	0	51	-1
	FR	1003	9	-1	32	-2	30	-3	14	1	15	5	41	-3	44	-2
	HR	1006	2	-2	23	1	41	-2	19	-1	15	4	25	-1	60	-3
	IT	1003	1	-2	29	8	41	5	17	-2	12	-9	30	6	58	3
	CY	500	2	-8	28	-4	33	-1	15	3	22	10	30	-12	48	2
	LV	1001	4	-1	29	-6	34	-2	9	2	24	7	33	-7	43	0
	LT	1000	2	0	21	-4	38	5	9	-2	30	1	23	-4	47	3
	LU	500	7	2	46	1	19	-9	6	0	22	6	53	3	25	-9
	HU	1006	2	0	26	-1	27	1	8	0	37	0	28	-1	35	1
	MT	504	12	8	18	-7	23	-9	23	2	24	6	30	1	46	-7
	NL	1001	2	0	39	-2	30	-3	3	-2	26	7	41	-2	33	-5
	AT	1001	7	-3	37	9	22	-2	5	-2	29	-2	44	6	27	-4
	PL	1000	3	0	28	4	36	-3	10	-2	23	1	31	4	46	-5
	PT	1001	2	0	24	-3	39	-7	19	4	16	6	26	-3	58	-3
	RO	1012	5	0	39	-3	31	-1	13	3	12	1	44	-3	44	2
	SI	1011	2	-2	12	-10	41	10	23	9	22	-7	14	-12	64	19
	SK	1025	6	4	26	1	37	-4	8	-6	23	5	32	5	45	-10
	FI	1002	3	0	41	11	28	-3	5	0	23	-8	44	11	33	-3
	SE	1000	2	-3	20	-4	24	-1	8	1	46	7	22	-7	32	0
	UK	1007	4	1	40	-3	19	-2	4	-1	33	5	44	-2	23	-3
	IS	501	4	-1	34	11	19	0	3	0	40	-10	38	10	22	0
	NO	1000	6	2	43	6	19	-11	4	-3	28	6	49	8	23	-14

Q3.6 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes? En (NOTRE PAYS)...

La plupart des déclarations environnementales relatives à des biens ou des services sont fiables

Q3.6 How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...

Most environmental claims about goods or services are reliable

Q3.6 Sagen Sie mir bitte für jede der folgenden Aussagen, inwieweit Sie dieser zustimmen oder nicht zustimmen. In (UNSEREM LAND) ...

...sind die meisten Aussagen zum Umweltschutz bei Produkten und Dienstleistungen glaubwürdig

			Tout à fait d'accord	D'accord	Pas d'accord	Pas du tout d'accord	NSP\SR	Total 'D'accord'	Total 'Pas d'accord'
			Strongly agree	Agree	Disagree	Strongly disagree	DK\NA	Total 'Agree'	Total 'Disagree'
			Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)								
	EU 28	26590	4	50	33	7	6	54	40
	BE	1001	4	57	28	5	6	61	33
	BG	1000	12	31	31	17	9	43	48
	CZ	1000	5	44	38	9	4	49	47
	DK	1004	10	63	20	1	6	73	21
	DE	1000	6	35	46	11	2	41	57
	EE	1000	9	51	20	3	17	60	23
	IE	1000	8	62	22	2	6	70	24
	EL	1001	3	42	43	8	4	45	51
	ES	1001	3	50	37	6	4	53	43
	FR	1003	7	52	26	10	5	59	36
	HR	1006	4	37	44	11	4	41	55
	IT	1003	1	46	39	8	6	47	47
	CY	500	6	45	31	8	10	51	39
	LV	1001	4	55	32	4	5	59	36
	LT	1000	6	52	24	2	16	58	26
	LU	500	7	67	18	3	5	74	21
	HU	1006	4	61	28	3	4	65	31
	MT	504	14	44	22	8	12	58	30
	NL	1001	1	52	32	4	11	53	36
	AT	1001	7	55	30	6	2	62	36
	PL	1000	3	58	28	3	8	61	31
	PT	1001	5	58	27	4	6	63	31
	RO	1012	3	48	37	9	3	51	46
	SI	1011	7	44	35	10	4	51	45
	SK	1025	8	45	34	6	7	53	40
	FI	1002	6	58	30	2	4	64	32
	SE	1000	6	45	36	7	6	51	43
	UK	1007	5	63	19	2	11	68	21
	IS	501	3	49	32	6	10	52	38
	NO	1000	7	56	29	3	5	63	32

Q4 Si vous pensez à tous les produits non alimentaires actuellement sur le marché en (NOTRE PAYS), pensez-vous que...?

Q4 Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...?

Q4 Wenn Sie an alle Produkte denken, die keine Lebensmittel sind und derzeit in (UNSEREM LAND) auf dem Markt sind, denken Sie, dass ...?

			Pour l'essentiel, tous les produits non alimentaires sont sûrs		Un petit nombre de produits non alimentaires ne sont pas sûrs		Un nombre significatif de produits non alimentaires ne sont pas sûrs		Cela dépend du produit (NE PAS LIRE)		NSP\SR	
			Essentially all non-food products are safe		A small number of non-food products are unsafe		A significant number of non-food products are unsafe		It depends on the product (DO NOT READ OUT)		DK\NA	
			im Wesentlichen alle Produkte sicher sind		eine geringe Anzahl von Produkten unsicher ist		eine große Anzahl von Produkten unsicher ist		Das kommt auf das Produkt an (NICHT VORLESEN)		WN/KA	
			%	(Total N)	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590	14	2	55	0	25	-2	3	0	3	0
	BE	1001	19	-2	61	9	16	-4	1	-3	3	0
	BG	1000	8	1	42	-19	41	14	3	2	6	2
	CZ	1000	8	1	71	3	18	-4	1	-1	2	1
	DK	1004	22	4	53	-3	12	-5	3	2	10	2
	DE	1000	10	1	64	8	21	-10	3	2	2	-1
	EE	1000	21	3	56	9	8	-1	8	-7	7	-4
	IE	1000	24	-2	57	-1	11	0	4	2	4	1
	EL	1001	6	2	49	9	42	-8	2	-1	1	-2
	ES	1001	13	0	49	-4	32	2	2	-1	4	3
	FR	1003	14	3	52	-1	30	-2	2	1	2	-1
	HR	1006	7	-1	54	1	35	1	1	-1	3	0
	IT	1003	9	1	46	-6	39	4	2	-1	4	2
	CY	500	7	-2	53	4	34	-2	2	-2	4	2
	LV	1001	7	2	55	-4	33	2	1	-2	4	2
	LT	1000	11	4	55	2	26	-7	2	0	6	1
	LU	500	30	5	51	-4	14	-2	2	0	3	1
	HU	1006	13	-1	59	3	23	-2	3	0	2	0
	MT	504	14	0	52	-6	18	1	6	1	10	4
	NL	1001	17	-3	66	-1	12	3	2	0	3	1
	AT	1001	20	7	62	-1	13	-7	3	1	2	0
	PL	1000	13	4	59	2	21	-3	3	-5	4	2
	PT	1001	16	0	45	-5	31	2	2	0	6	3
	RO	1012	6	0	44	2	46	-2	1	0	3	0
	SI	1011	10	-3	49	-7	30	5	8	5	3	0
	SK	1025	10	3	49	-9	21	-6	17	12	3	0
	FI	1002	27	7	62	-8	5	-2	1	0	5	3
	SE	1000	9	-3	58	6	27	-2	1	-1	5	0
	UK	1007	27	3	56	-5	10	2	2	-1	5	1
	IS	501	9	0	62	4	21	1	2	-2	6	-3
	NO	1000	36	9	48	-7	10	-6	5	4	1	0

Q5 En prenant en compte tout ce que vous avez acheté au cours des deux dernières semaines, l'impact environnemental d'un des biens ou des services a-t-il influencé votre choix?

Q5 Considering everything you bought during the last two weeks, did the environmental impact of any goods or services influence your choice?

Q5 Wenn Sie an alles denken, was Sie in den letzten zwei Wochen gekauft haben: Haben die Auswirkungen irgendeines Produkts oder einer Dienstleistung auf die Umwelt Ihre Wahl beeinflusst?

			Oui, pour tous ou presque tous les biens ou services que vous avez achetés		Oui, mais seulement pour quelques uns		Oui, mais seulement pour un ou deux		Non		NSP\SR		Total 'Oui'	
			Yes, for all or most goods or services you bought		Yes, but only for some		Yes, but only for one or two		No		DK\NA		Total 'Yes'	
			Ja, bei allen oder den meisten Produkte oder Dienstleistungen, die Sie gekauft haben		Ja, aber nur bei einigen		Ja, aber nur bei einem oder zwei Produkten		Nein		WN/KA		Gesamt 'Ja'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)													
	EU 28	26590	17	17	29	29	10	10	42	-15	3	1	55	14
	BE	1001	18	18	33	33	11	11	36	-17	2	0	62	17
	BG	1000	8	8	30	30	9	9	48	-10	6	-1	47	12
	CZ	1000	11	11	28	28	12	12	46	-12	3	1	51	11
	DK	1004	17	17	22	22	8	8	50	-4	2	0	47	3
	DE	1000	17	17	25	25	12	12	43	-18	3	1	54	17
	EE	1000	9	9	18	18	8	8	61	-6	4	-4	34	9
	IE	1000	17	17	25	25	10	10	45	-10	2	1	53	9
	EL	1001	17	17	37	37	10	10	34	-9	1	-1	64	9
	ES	1001	18	18	34	34	8	8	39	-26	2	0	59	26
	FR	1003	16	16	33	33	9	9	39	-16	2	1	58	14
	HR	1006	20	20	35	35	12	12	30	-18	4	0	67	19
	IT	1003	18	18	34	34	7	7	39	-14	2	-2	59	16
	CY	500	14	14	20	20	5	5	59	5	3	2	38	-7
	LV	1001	9	9	30	30	9	9	49	-9	3	0	49	10
	LT	1000	6	6	15	15	8	8	66	-2	5	1	29	1
	LU	500	22	22	39	39	10	10	26	-21	3	-1	71	22
	HU	1006	23	23	26	26	9	9	40	-9	2	-1	58	10
	MT	504	18	18	19	19	10	10	48	-2	6	2	46	0
	NL	1001	20	20	29	29	9	9	41	-10	1	0	58	10
	AT	1001	26	26	27	27	10	10	36	-12	1	-2	63	14
	PL	1000	14	14	31	31	10	10	39	-15	6	4	55	11
	PT	1001	17	17	19	19	6	6	55	1	2	0	42	-2
	RO	1012	13	13	43	43	9	9	29	-22	6	1	65	21
	SI	1011	25	25	21	21	4	4	48	1	1	-5	50	3
	SK	1025	15	15	22	22	7	7	53	-2	4	-1	43	3
	FI	1002	11	11	27	27	9	9	51	-9	2	0	47	9
	SE	1000	23	23	25	25	9	9	43	-2	1	-1	56	3
	UK	1007	17	17	19	19	11	11	51	-13	2	0	48	14
	IS	501	16	16	25	25	7	7	51	-5	1	-1	48	6
	NO	1000	16	16	34	34	9	9	40	-23	1	-1	59	24

Q6 Supposons que vous ayez commandé un nouveau produit électronique par la poste, le téléphone ou internet, pensez-vous que vous avez le droit de retourner ce produit 4 jours après sa livraison et d'être remboursé(e), sans donner de raison ?

Q6 Suppose you ordered a new electronic product by post, phone or the Internet, do you think you have the right to return the product 4 days after its delivery and get your money back, without giving any reason?

Q6 Angenommen, Sie hätten ein neues elektronisches Produkt per Post, Telefon oder über das Internet bestellt, hätten Sie Ihrer Meinung nach das Recht, das Produkt 4 Tage nach Zustellung ohne Angabe von Gründen zurückzugeben und Ihr Geld zurückerstattet zu bekommen?

			Oui		Non		Cela dépend du produit		NSP\SR	
			Yes		No		It depends on the product		DK\NA	
			Ja		Nein		Das kommt auf das Produkt an		WN/KA	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)									
	EU 28	26590	56	-13	14	-10	26	26	4	-3
	BE	1001	44	-22	16	-11	37	37	3	-4
	BG	1000	39	-24	31	1	25	25	5	-2
	CZ	1000	72	-10	7	-5	18	18	3	-3
	DK	1004	56	-10	24	-2	13	13	7	-1
	DE	1000	69	-11	10	-4	16	16	5	-1
	EE	1000	51	-5	25	-1	13	13	11	-7
	IE	1000	49	-13	22	-9	26	26	3	-4
	EL	1001	23	-18	32	-13	41	41	4	-10
	ES	1001	63	-18	10	-6	24	24	3	0
	FR	1003	51	-12	16	-14	28	28	5	-2
	HR	1006	45	-8	26	-13	25	25	4	-4
	IT	1003	54	-10	14	-13	29	29	3	-6
	CY	500	35	-7	36	-8	16	16	13	-1
	LV	1001	43	-22	19	-10	31	31	7	1
	LT	1000	48	-22	17	-2	26	26	9	-2
	LU	500	39	-18	19	-16	36	36	6	-2
	HU	1006	57	-8	11	-14	26	26	6	-4
	MT	504	47	-5	36	-7	11	11	6	1
	NL	1001	65	-14	8	-7	23	23	4	-2
	AT	1001	58	-17	13	-4	22	22	7	-1
	PL	1000	61	-14	9	-10	26	26	4	-2
	PT	1001	36	-1	37	-23	22	22	5	2
	RO	1012	44	-10	17	-21	34	34	5	-3
	SI	1011	43	-25	31	6	21	21	5	-2
	SK	1025	66	-10	13	-4	15	15	6	-1
	FI	1002	42	-25	19	-9	34	34	5	0
	SE	1000	58	-4	24	-5	12	12	6	-3
	UK	1007	49	-20	11	-13	36	36	4	-3
	IS	501	33	-4	36	-10	21	21	10	-7
	NO	1000	61	-7	21	-5	11	11	7	1

Q7 Imaginez qu'un produit électronique que vous avez acheté neuf il y a 18 mois tombe en panne sans que vous en soyez responsables. Vous n'avez pas souscrit ou bénéficié d'extension de garantie commerciale. Avez-vous le droit de le faire réparer ou remplacer gratuitement ?

Q7 Imagine that an electronic product you bought new 18 months ago breaks down without any fault on your part. You didn't buy or benefit from any extended commercial guarantee. Do you have the right to have it repaired or replaced for free?

Q7 Stellen Sie sich vor, ein neues elektronisches Produkt, das Sie vor 18 Monaten gekauft haben, geht ohne Ihr Verschulden kaputt. Sie haben keine verlängerte Garantie erworben und profitieren auch nicht von einer solchen. Hätten Sie Anspruch darauf, dass dieses Produkt kostenlos repariert oder ersetzt wird?

			Oui		Non		Cela dépend du produit		NSP\SR	
			Yes		No		It depends on the product		DK\NA	
			Ja		Nein		Das kommt auf das Produkt an		WN/KA	
% (Total N)			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590	41	-15	31	-8	25	25	3	-2
	BE	1001	37	-18	32	-9	30	30	1	-3
	BG	1000	42	-10	28	-15	26	26	4	-1
	CZ	1000	68	-19	9	-2	20	20	3	1
	DK	1004	63	-8	24	0	10	10	3	-2
	DE	1000	41	-16	41	1	16	16	2	-1
	EE	1000	45	-19	26	7	22	22	7	-10
	IE	1000	37	-17	33	-8	28	28	2	-3
	EL	1001	34	-26	28	-7	36	36	2	-3
	ES	1001	63	-15	16	-4	20	20	1	-1
	FR	1003	19	-18	49	-10	29	29	3	-1
	HR	1006	25	-16	42	-13	29	29	4	0
	IT	1003	59	-6	17	-13	22	22	2	-3
	CY	500	36	-38	39	18	15	15	10	5
	LV	1001	41	-21	23	-10	31	31	5	0
	LT	1000	26	-17	47	-2	21	21	6	-2
	LU	500	38	-21	29	-6	30	30	3	-3
	HU	1006	23	-28	34	-5	39	39	4	-6
	MT	504	61	-12	25	1	10	10	4	1
	NL	1001	29	-26	36	-5	34	34	1	-3
	AT	1001	30	-20	42	-2	25	25	3	-3
	PL	1000	32	-9	29	-22	33	33	6	-2
	PT	1001	63	-11	21	-4	13	13	3	2
	RO	1012	47	-14	23	-11	27	27	3	-2
	SI	1011	32	-15	42	-4	21	21	5	-2
	SK	1025	64	-17	20	5	12	12	4	0
	FI	1002	25	-29	34	-5	38	38	3	-4
	SE	1000	37	-14	44	3	14	14	5	-3
	UK	1007	29	-20	33	-14	36	36	2	-2
	IS	501	50	-18	28	4	18	18	4	-4
	NO	1000	52	-25	28	9	13	13	7	3

Q8 Imaginez que vous recevez par courrier deux DVD éducatifs que vous n'avez pas commandés, accompagnés d'une facture de 20 euros. Êtes-vous obligé(e) de payer cette facture?

Q8 Imagine you receive two educational DVDs by post that you have not ordered, together with a 20 euro invoice for the goods. Are you obliged to pay the invoice?

Q8 Angenommen, Sie erhalten per Post zwei Schulungs-DVDs, die Sie gar nicht bestellt haben, zusammen mit einer Rechnung in Höhe von 20 Euro für die gelieferte Ware. Sind Sie verpflichtet, die Rechnung zu bezahlen?

			Non, et vous n'êtes pas obligé(e) de retourner les DVD		Non, à condition de retourner les DVD		Oui, vous êtes obligé(e) de payer		NSP\SR	
			No, and you are not obliged to return the DVDs		No, provided that you return the DVDs		Yes, you are obliged to pay		DK\NA	
			Nein, und Sie sind nicht verpflichtet, die DVDs zurückzuschicken		Nein, sofern Sie die DVDs zurückschicken		Ja, Sie sind zur Zahlung verpflichtet		WN/KA	
			%	(Total N)	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590	32	2	63	-2	2	0	3	0
	BE	1001	42	-1	53	-1	4	2	1	0
	BG	1000	36	7	60	-3	2	-3	2	-1
	CZ	1000	29	-6	66	6	2	0	3	0
	DK	1004	42	-5	51	4	2	-1	5	2
	DE	1000	45	3	53	-2	1	0	1	-1
	EE	1000	36	1	59	2	1	0	4	-3
	IE	1000	37	0	56	-4	5	3	2	1
	EL	1001	17	2	75	-3	4	0	4	1
	ES	1001	15	1	80	-2	2	0	3	1
	FR	1003	37	0	60	0	2	0	1	0
	HR	1006	23	-2	73	2	2	0	2	0
	IT	1003	32	14	65	-11	1	-1	2	-2
	CY	500	44	6	50	-7	3	1	3	0
	LV	1001	40	7	52	-9	3	0	5	2
	LT	1000	13	-2	78	-1	4	2	5	1
	LU	500	24	0	73	2	1	-2	2	0
	HU	1006	24	0	71	1	1	0	4	-1
	MT	504	32	4	60	-7	4	2	4	1
	NL	1001	29	-1	68	0	2	1	1	0
	AT	1001	44	0	53	2	1	-1	2	-1
	PL	1000	36	-2	57	3	2	0	5	-1
	PT	1001	19	-1	77	-1	1	0	3	2
	RO	1012	15	1	75	1	4	-2	6	0
	SI	1011	51	13	44	-13	3	0	2	0
	SK	1025	39	6	53	-8	4	1	4	1
	FI	1002	46	-1	49	-1	2	1	3	1
	SE	1000	35	-2	56	0	6	2	3	0
	UK	1007	33	1	61	-3	3	1	3	1
	IS	501	47	-3	49	1	2	1	2	1
	NO	1000	43	-3	51	1	2	0	4	2

Q6Q7Q8T - Connaissance des droits des consommateurs

Q6Q7Q8T - Knowledge of consumers' rights

Q6Q7Q8T - Connaissance des droits des consommateurs

			Au moins une réponse correcte	Au moins deux réponses correctes	0 réponse correcte	1 réponse correcte	2 réponses correctes	3 réponses correctes	Au moins une mauvaise réponse	Au moins une réponse NSP
			At least one correct answer	At least two correct answers	0 correct answer	1 correct answer	2 correct answers	3 correct answers	At least one wrong answer	At least one answer DK
			Mindestens eine richtige Antwort	Mindestens zwei richtige Antworten	0 richtige Antwort	1 richtige Antwort	2 richtige Antworten	3 richtige Antworten	Minde- stens ein falsche Antwort	Minde- stens ein Antwort WN
			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)									
	EU 28	26590	79	40	21	39	32	9	89	8
	BE	1001	74	38	26	36	28	10	88	4
	BG	1000	76	34	24	42	27	7	90	11
	CZ	1000	90	61	10	29	43	18	79	8
	DK	1004	88	54	12	33	36	19	76	13
	DE	1000	86	53	14	33	38	15	82	8
	EE	1000	81	43	19	38	33	9	85	17
	IE	1000	79	37	21	42	30	6	93	6
	EL	1001	55	17	45	39	15	2	97	9
	ES	1001	86	48	14	39	41	7	91	7
	FR	1003	71	31	29	40	26	5	93	8
	HR	1006	66	24	34	42	20	4	95	8
	IT	1003	86	47	14	39	35	12	86	6
	CY	500	76	34	24	42	27	6	87	18
	LV	1001	77	38	23	39	29	9	87	13
	LT	1000	65	21	35	44	18	2	94	15
	LU	500	68	30	32	39	26	3	95	9
	HU	1006	73	27	27	45	24	3	95	11
	MT	504	83	48	17	35	39	9	87	12
	NL	1001	81	37	19	44	31	6	92	6
	AT	1001	82	41	18	41	32	9	89	10
	PL	1000	80	41	20	40	32	8	88	13
	PT	1001	76	36	24	40	30	6	92	8
	RO	1012	71	30	29	41	26	4	93	12
	SI	1011	78	39	22	38	30	9	87	9
	SK	1025	88	60	12	28	39	21	74	12
	FI	1002	74	32	26	42	25	6	91	9
	SE	1000	80	41	20	39	31	10	86	11
	UK	1007	74	31	26	43	26	5	93	8
	IS	501	80	40	20	39	31	10	86	14
	NO	1000	86	53	14	33	35	18	78	14

Q6Q7Q8T - Connaissance des droits des consommateurs

Moyenne

Q6Q7Q8T - Knowledge of consumers' rights

Average

Q6Q7Q8T - Connaissance des droits des consommateurs

Durchschnitt

			Moyenne des bonnes réponses	Moyenne des mauvaises réponses	NSP
			Average of correct answers	Average of wrong answers	DK
			Durchschnitt der richtigen Antworten	Durchschnittlich falsche Antworten	WN
			Flash EB 397	Flash EB 397	Flash EB 397
%	(Total answers)				
	EU 28	79770	43	54	3
	BE	3003	41	57	2
	BG	3000	39	57	4
	CZ	3000	56	41	3
	DK	3012	54	41	5
	DE	3000	51	46	3
	EE	3000	44	48	8
	IE	3000	41	57	2
	EL	3003	25	72	3
	ES	3003	47	51	2
	FR	3009	36	61	3
	HR	3018	31	66	3
	IT	3009	48	50	2
	CY	1500	38	53	9
	LV	3003	41	53	6
	LT	3000	29	64	7
	LU	1500	34	63	3
	HU	3018	35	61	4
	MT	1512	46	49	5
	NL	3003	41	57	2
	AT	3003	44	52	4
	PL	3000	43	52	5
	PT	3003	40	57	3
	RO	3036	35	60	5
	SI	3033	42	54	4
	SK	3075	56	39	5
	FI	3006	37	59	4
	SE	3000	44	52	4
	UK	3021	37	60	3
	IS	1503	43	51	6
	NO	3000	52	42	6

Q9 Au cours des 12 derniers mois, avez-vous rencontré un problème lors de l'achat ou de l'utilisation d'un bien ou d'un service en (NOTRE PAYS) pour lequel vous avez pensé avoir une raison légitime de déposer une plainte ?

Q9 In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

Q9 Hatten Sie in den letzten 12 Monaten Probleme, nachdem Sie irgendwelche Produkte oder Dienstleistungen in (UNSEREM LAND) erworben haben, bei denen für Sie ein berechtigter Anlass zur Beschwerde bestand?

			Oui, et vous avez pris des mesures pour résoudre le problème	Oui, mais vous n'avez rien entrepris	Non		NSP\SR		Total 'Oui'	
			Yes, and you took action to solve the problem	Yes, but you did not do anything	No		DK\NA		Total 'Yes'	
			Ja, und Sie haben Maßnahmen ergriffen, um das Problem zu lösen	Ja, aber Sie haben nichts unternommen	Nein		WN\KA		Gesamt 'Ja'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)									
	EU 28	26590	17	-4	5	1	77	3	22	-3
	BE	1001	11	-2	4	0	85	3	15	-2
	BG	1000	10	-8	11	-1	77	8	21	-9
	CZ	1000	16	-8	4	-7	80	16	20	-15
	DK	1004	14	-8	2	0	82	7	16	-8
	DE	1000	17	-10	2	-1	80	10	19	-11
	EE	1000	15	-1	6	-2	77	3	21	-3
	IE	1000	19	-6	7	2	73	3	26	-4
	EL	1001	7	-14	13	1	79	13	20	-13
	ES	1001	17	-8	6	3	76	5	23	-5
	FR	1003	8	1	6	2	85	-4	14	3
	HR	1006	24	1	9	-3	67	2	33	-2
	IT	1003	21	6	9	4	69	-10	30	10
	CY	500	7	-20	4	-7	88	27	11	-27
	LV	1001	17	1	6	-4	77	3	23	-3
	LT	1000	10	-3	6	-1	82	3	16	-4
	LU	500	8	1	3	0	88	-2	11	1
	HU	1006	23	2	6	-2	71	1	29	0
	MT	504	13	-1	3	0	83	0	16	-1
	NL	1001	21	-12	2	-2	77	14	23	-14
	AT	1001	15	-3	2	0	82	3	17	-3
	PL	1000	23	-6	6	2	71	4	29	-4
	PT	1001	14	-3	2	-1	81	2	16	-4
	RO	1012	12	2	11	6	77	-7	23	8
	SI	1011	11	-8	3	-1	85	9	14	-9
	SK	1025	19	-11	5	2	75	9	24	-9
	FI	1002	23	-4	6	1	70	3	29	-3
	SE	1000	17	-15	3	-1	79	16	20	-16
	UK	1007	23	-4	4	1	73	4	27	-3
	IS	501	17	-3	4	2	79	2	21	-1
	NO	1000	16	-16	2	-3	80	18	18	-19

Q9b Au cours des 12 derniers mois, avez-vous rencontré un problème lors de l'achat ou de l'utilisation d'un bien ou d'un service en (NOTRE PAYS) pour lequel vous avez pensé avoir une raison légitime de déposer une plainte ?

Q9b In the past 12 months, have you experienced any problem when buying or using any goods or services in (OUR COUNTRY) where you thought you had a legitimate cause for complaint?

Q9b Hatten Sie in den letzten 12 Monaten Probleme, nachdem Sie irgendwelche Produkte oder Dienstleistungen in (UNSEREM LAND) erworben haben, bei denen für Sie ein berechtigter Anlass zur Beschwerde bestand?

			Oui, et vous avez pris des mesures pour résoudre le problème Yes, and you took action to solve the problem Ja, und Sie haben Maßnahmen ergriffen, um das Problem zu lösen	Oui, mais vous n'avez rien entrepris Yes, but you did not do anything Ja, aber Sie haben nichts unternommen	Non No Nein	NSP\SR DK\NA WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)					
	EU 28	5975	76	24	0	0
	BE	147	73	27	0	0
	BG	206	47	53	0	0
	CZ	195	79	21	0	0
	DK	167	85	15	0	0
	DE	192	89	11	0	0
	EE	214	70	30	0	0
	IE	253	74	26	0	0
	EL	198	36	64	0	0
	ES	223	75	25	0	0
	FR	142	55	45	0	0
	HR	329	72	28	0	0
	IT	299	71	29	0	0
	CY	54	65	35	0	0
	LV	232	73	27	0	0
	LT	166	63	37	0	0
	LU	56	72	28	0	0
	HU	287	80	20	0	0
	MT	78	81	19	0	0
	NL	226	90	10	0	0
	AT	172	86	14	0	0
	PL	284	80	20	0	0
	PT	158	87	13	0	0
	RO	230	52	48	0	0
	SI	140	77	23	0	0
	SK	240	80	20	0	0
	FI	287	80	20	0	0
	SE	199	85	15	0	0
	UK	270	84	16	0	0
	IS	103	84	16	0	0
	NO	181	87	13	0	0

Base: Respondents who had a legitimate cause for complaint when buying or using any goods or services (n= 5.975)

Q10 Et qu'avez-vous fait? (PLUSIEURS REPONSES POSSIBLES)

Q10 And what did you do? (MULTIPLE ANSWERS POSSIBLE)

Q10 Und was haben Sie unternommen? (MEHRFACHNENNUNGEN MÖGLICH)

			Vous vous êtes plaint(e) auprès du détaillant ou fournisseur de service		Vous vous êtes plaint(e) auprès du fabricant		Vous vous êtes plaint(e) auprès d'une autorité publique		Vous avez soumis le cas à un organisme de règlement extrajudiciaire des litiges tel qu'un médiateur, un organisme d'arbitrage, de médiation ou de conciliation	
			You complained about it to the retailer or service provider		You complained about it to the manufacturer		You complained about it to a public authority		You brought the matter to an out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body	
			Sie haben sich beim Anbieter oder Händler beschwert		Sie haben sich beim Hersteller beschwert		Sie haben sich bei einer öffentlichen Behörde beschwert		Sie haben eine Stelle zur außergerichtlichen Streitbeilegung wie eine Schlichtungsstelle, einen Bürgerbeauftragten, ein Schiedsgericht oder eine Vermittlungsstelle eingeschaltet	
%			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
(Total N)										
	EU 28	4516	83	-3	18	3	8	3	7	2
	BE	108	80	7	23	8	7	-3	7	-9
	BG	98	63	-27	11	3	15	10	8	7
	CZ	154	88	-7	13	3	4	-2	2	1
	DK	141	86	-4	15	3	4	-1	3	2
	DE	171	79	-4	18	1	5	2	4	1
	EE	150	97	11	5	-5	4	-4	3	2
	IE	187	88	-2	15	3	8	7	7	5
	EL	72	65	0	21	-5	27	20	13	5
	ES	166	82	-6	23	9	15	4	11	4
	FR	79	84	10	25	1	19	13	15	-4
	HR	238	86	2	15	0	4	2	3	2
	IT	211	76	-5	17	1	6	3	7	3
	CY	35	72	-10	14	4	22	11	2	1
	LV	168	91	11	8	-2	10	3	2	0
	LT	105	68	-5	16	11	10	8	4	1
	LU	40	76	4	29	18	17	15	18	4
	HU	231	85	-3	11	-1	8	5	2	0
	MT	63	87	-5	8	-3	18	13	9	6
	NL	204	87	-5	12	1	4	0	4	1
	AT	148	88	-1	16	2	11	9	8	7
	PL	227	84	-2	16	7	3	2	4	-1
	PT	137	95	11	19	5	14	5	6	1
	RO	120	71	4	8	-3	11	2	2	1
	SI	108	90	1	12	3	2	0	4	1
	SK	193	77	-16	20	10	3	0	2	2
	FI	229	86	-3	19	1	3	1	5	4
	SE	169	93	-2	8	1	1	-1	3	2
	UK	226	95	2	25	8	8	0	8	0
	IS	86	97	4	1	-3	1	0	1	-1
	NO	158	84	-7	10	1	0	-2	1	-1

Base: Respondents who experienced problems and took action to solve the problem (n=4.516)

Q10 Et qu'avez-vous fait? (PLUSIEURS REPONSES POSSIBLES)

Q10 And what did you do? (MULTIPLE ANSWERS POSSIBLE)

Q10 Und was haben Sie unternommen? (MEHRFACHNENNUNGEN MÖGLICH)

			vous avez porté l'affaire concernée devant un tribunal You took the business concerned to Court Sie haben das betreffende Unternehmen verklagt		Autre (NE PAS LIRE) Other (DO NOT READ OUT) Sonstiges (NICHT VORLESEN)		NSP\SR DK\NA WN/KA		S'est plaint au moins une fois auprès du détaillant/fournisseur ou fabricant Complained at least once to the retailer/provider/ or manufacturer S'est plaint au moins une fois auprès du détaillant/fournisseur ou fabricant		S'est plaint uniquement auprès du détaillant/fournisseur ou fabricant Complained solely to the retailer/provider/ or manufacturer S'est plaint uniquement auprès du détaillant/fournisseur ou fabricant	
% (Total N)			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	4516	3	1	4	0	0	0	91	-1	82	-3
	BE	108	2	-2	5	1	2	1	88	7	80	12
	BG	98	0	0	14	11	3	2	73	-21	63	-27
	CZ	154	4	3	3	2	0	0	92	-7	88	-5
	DK	141	0	0	2	1	0	-1	98	3	92	0
	DE	171	4	3	4	-4	0	0	90	-1	84	-2
	EE	150	0	0	0	-3	1	0	98	5	94	6
	IE	187	2	-1	3	0	0	0	91	-5	85	-6
	FI	72	1	-1	3	-5	0	0	79	-6	60	-17
	ES	166	2	1	4	-1	0	0	89	-3	72	-7
	FR	79	10	-6	5	-1	0	0	89	8	70	7
	HR	238	0	-2	1	-3	0	0	95	0	92	0
	IT	211	2	0	2	-2	1	1	86	-5	83	-5
	CY	35	0	0	5	3	0	-1	78	-11	71	-15
	LV	168	1	1	3	-8	1	1	95	10	86	6
	LT	105	2	1	18	-2	1	-1	80	2	69	-5
	LU	40	8	-5	2	0	0	0	84	9	66	-7
	HU	231	1	0	4	-1	0	0	93	-1	87	-3
	MT	63	2	2	3	0	0	0	89	-4	72	-20
	NL	204	5	4	3	0	1	1	93	-2	86	-3
	AT	148	1	0	2	0	1	1	92	-5	83	-12
	PL	227	3	2	3	0	0	-1	94	0	87	-3
	PT	137	1	-2	4	1	1	1	95	4	77	-6
	RO	120	0	-4	16	1	2	1	75	-2	68	-4
	SI	108	1	0	1	-4	0	0	96	4	92	2
	SK	193	2	2	5	2	0	0	94	-3	90	-3
	FI	229	0	-1	0	-2	1	1	96	-1	92	-3
	SE	169	0	0	1	0	0	0	98	0	95	-1
	UK	226	2	0	2	1	0	-1	98	1	83	-1
	IS	86	0	-2	1	-3	0	0	98	2	97	6
	NO	158	0	-1	4	2	1	0	93	-3	92	-2

Base: Respondents who experienced problems and took action to solve the problem (n=4.516)

Q11.1 D'une manière générale, étiez-vous satisfait(e) ou mécontent(e) de la façon dont votre ou vos plainte(s) a ou ont été traitée(s) par... :

Le détaillant ou fournisseur de service

Q11.1 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:
Retailer or service provider

Q11.1 Bitte geben Sie an, wie zufrieden oder unzufrieden Sie ganz allgemein jeweils mit der Art und Weise waren, in der die im Folgenden genannten Stellen mit Ihrer Beschwerde bzw. Ihren Beschwerden umgegangen sind.

Anbieter oder Händler

			Très satisfait(e)		Assez satisfait(e)		Pas très satisfait(e)		Pas du tout satisfait(e)		NSP\SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
			Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK\NA		Total 'Satisfied'		Total 'Not satisfied'	
			Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden		WN\KA		Gesamt 'Zufrieden'		Gesamt 'Nicht zufrieden'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	3767	23	-9	37	3	16	2	22	3	2	1	60	-6	38	5
	BE	87	32	11	43	13	4	-14	17	-13	4	3	75	24	21	-27
	BG	62	23	0	8	-24	25	8	41	15	3	1	31	-24	66	23
	CZ	135	30	5	30	-11	16	2	20	1	4	3	60	-6	36	3
	DK	122	42	-5	16	-8	18	7	21	5	3	1	58	-13	39	12
	DE	135	25	-15	43	8	19	6	13	2	0	-1	68	-7	32	8
	EE	146	26	-7	35	4	13	-1	24	7	2	-3	61	-3	37	6
	IE	165	32	-1	24	-1	13	-3	31	6	0	-1	56	-2	44	3
	EL	47	24	8	24	-12	22	1	30	3	0	0	48	-4	52	4
	ES	137	15	-3	30	0	22	1	32	2	1	0	45	-3	54	3
	FR	66	7	-20	49	9	11	-3	29	12	4	2	56	-11	40	9
	HR	204	18	-6	29	-1	25	6	28	2	0	-1	47	-7	53	8
	IT	160	19	-9	42	6	14	3	24	1	1	-1	61	-3	38	4
	CY	25	27	0	16	-11	16	-1	41	14	0	-2	43	-11	57	13
	LV	153	23	1	28	-10	28	9	20	-1	1	1	51	-9	48	8
	LT	72	11	-18	30	-6	14	0	40	21	5	3	41	-24	54	21
	LU	31	34	15	40	7	13	-15	13	-7	0	0	74	22	26	-22
	HU	197	26	5	40	-4	16	-5	18	5	0	-1	66	1	34	0
	MT	54	25	1	15	2	29	10	29	-15	2	2	40	3	58	-5
	NL	178	34	2	24	-8	16	1	22	3	4	2	58	-6	38	4
	AT	130	34	-9	37	10	21	7	8	-7	0	-1	71	1	29	0
	PL	190	19	-11	44	2	19	9	17	1	1	-1	63	-9	36	10
	PT	130	11	-6	33	-18	19	4	37	22	0	-2	44	-24	56	26
	RO	85	13	-4	40	2	17	-2	28	2	2	2	53	-2	45	0
	SI	96	27	-17	29	-2	10	1	31	18	3	0	56	-19	41	19
	SK	149	31	-5	30	-7	18	5	19	8	2	-1	61	-12	37	13
	FI	198	37	-1	42	3	9	-2	11	-1	1	1	79	2	20	-3
	SE	158	30	-16	43	11	13	3	12	1	2	1	73	-5	25	4
	UK	215	30	-10	33	9	12	-1	24	2	1	0	63	-1	36	1
	IS	84	33	-17	35	10	12	6	17	-1	3	2	68	-7	29	5
	NO	133	31	-16	34	4	14	4	19	8	2	0	65	-12	33	12

Base: Respondents who experienced problems and complained to a retailer or service provider (n=3.767)

Q11.2 D'une manière générale, étiez-vous satisfait(e) ou mécontent(e) de la façon dont votre ou vos plainte(s) a ou ont été traitée(s) par... :

Le fabricant

Q11.2 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:
Manufacturer

Q11.2 Bitte geben Sie an, wie zufrieden oder unzufrieden Sie ganz allgemein jeweils mit der Art und Weise waren, in der die im Folgenden genannten Stellen mit Ihrer Beschwerde bzw. Ihren Beschwerden umgegangen sind.

Hersteller

			Très satisfait(e)		Assez satisfait(e)		Pas très satisfait(e)		Pas du tout satisfait(e)		NSP\SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
			Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK\NA		Total 'Satisfied'		Total 'Not satisfied'	
			Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Nicht zufrieden'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	834	25	-5	34	5	16	1	23	1	2	-2	59	0	39	2
	BE	24	21	-8	46	13	23	10	10	-15	0	0	67	5	33	-5
	BG	11	46	15	8	-32	6	2	40	15	0	0	54	-17	46	17
	CZ	20	27	19	19	-26	15	-7	18	-2	21	16	46	-7	33	-9
	DK	22	39	-3	17	0	12	1	32	8	0	-6	56	-3	44	9
	DE	30	53	13	25	-7	6	-2	14	0	2	-4	78	6	20	-2
	EE	7	14	-31	68	55	12	5	6	-29	0	0	82	24	18	-24
	IE	29	17	-16	36	9	17	8	30	2	0	-3	53	-7	47	10
	EL	15	23	11	22	-20	18	3	37	6	0	0	45	-9	55	9
	ES	38	20	4	24	-5	23	-3	28	1	5	3	44	-1	51	-2
	FR	19	8	-16	55	18	6	-18	26	22	5	-6	63	2	32	4
	HR	36	21	1	24	6	28	5	26	-12	1	0	45	7	54	-7
	IT	37	19	-16	38	24	19	-10	24	2	0	0	57	8	43	-8
	CY	5	0	0	49	24	0	-14	51	-10	0	0	49	24	51	-24
	LV	14	11	-25	34	17	24	24	9	-24	22	8	45	-8	33	0
	LT	17	13	-4	43	-3	12	-5	26	6	6	6	56	-7	38	1
	LU	12	20	4	52	13	5	-15	23	23	0	-25	72	17	28	8
	HU	26	6	-8	57	10	27	4	10	-6	0	0	63	2	37	-2
	MT	5	16	-4	0	-39	0	-18	44	21	40	40	16	-43	44	3
	NL	24	33	-10	27	9	14	1	21	-1	5	1	60	-1	35	0
	AT	23	13	-32	56	34	24	24	5	-23	2	-3	69	2	29	1
	PL	36	12	-7	55	3	15	6	12	-6	6	4	67	-4	27	0
	PT	26	17	5	28	0	19	-6	36	10	0	-9	45	5	55	4
	RO	9	15	-15	38	5	28	18	19	2	0	-10	53	-10	47	20
	SI	13	26	-35	0	-22	20	15	39	27	15	15	26	-57	59	42
	SK	39	22	-1	25	-6	22	-4	26	14	5	-3	47	-7	48	10
	FI	44	46	3	22	-15	17	11	11	0	4	1	68	-12	28	11
	SE	13	26	-16	49	23	6	-13	19	6	0	0	75	7	25	-7
	UK	57	26	-8	27	6	16	8	30	-4	1	-2	53	-2	46	4
	IS	1	46	-14	0	0	0	0	54	14	0	0	46	-14	54	14
	NO	16	58	25	17	-14	4	-21	18	13	3	-3	75	11	22	-8

Base: Respondents who experienced problems and complained to a manufacturer (n=834)

Q11.3 D'une manière générale, étiez-vous satisfait(e) ou mécontent(e) de la façon dont votre ou vos plainte(s) a ou ont été traitée(s) par... :
L'autorité publique

Q11.3 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:
Public authority

Q11.3 Bitte geben Sie an, wie zufrieden oder unzufrieden Sie ganz allgemein jeweils mit der Art und Weise waren, in der die im Folgenden genannten Stellen mit Ihrer Beschwerde bzw. Ihren Beschwerden umgegangen sind.
Öffentliche Behörde

			Très satisfait(e)		Assez satisfait(e)		Pas très satisfait(e)		Pas du tout satisfait(e)		NSP\SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
			Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK\NA		Total 'Satisfied'		Total 'Not satisfied'	
			Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Nicht zufrieden'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	353	24	8	35	4	14	-5	22	-1	5	-6	59	12	36	-6
	BE	8	17	5	47	26	29	17	7	-48	0	0	64	31	36	-31
	BG	14	15	5	52	29	4	-19	29	-15	0	0	67	34	33	-34
	CZ	6	0	-30	11	-20	19	1	70	49	0	0	11	-50	89	50
	DK	5	56	22	22	-3	0	-6	0	-8	22	-5	78	19	0	-14
	DE	9	65	44	15	4	13	-18	0	-10	7	-20	80	48	13	-28
	EE	6	0	-33	50	24	0	-26	50	35	0	0	50	-9	50	9
	IE	14	31	-11	39	20	5	-18	25	9	0	0	70	9	30	-9
	EL	19	10	10	37	13	20	-3	33	-20	0	0	47	23	53	-23
	ES	25	20	4	29	-1	16	-3	35	5	0	-5	49	3	51	2
	FR	15	14	-2	59	26	16	-7	0	0	11	-17	73	24	16	-7
	HR	10	30	30	0	-100	45	45	25	25	0	0	30	-70	70	70
	IT	13	7	-8	38	17	26	14	29	29	0	-52	45	9	55	43
	CY	8	17	-21	20	20	0	-30	63	31	0	0	37	-1	63	1
	LV	16	13	7	14	-12	37	4	36	1	0	0	27	-5	73	5
	LT	10	19	-9	37	-35	17	17	20	20	7	7	56	-44	37	37
	LU	7	0	0	32	32	48	48	20	-80	0	0	32	32	68	-32
	HU	17	19	19	28	-2	6	-48	32	26	15	5	47	17	38	-22
	MT	12	51	51	0	-33	7	7	42	-25	0	0	51	18	49	-18
	NL	9	13	3	32	-19	0	-14	55	30	0	0	45	-16	55	16
	AT	16	76	76	3	-30	0	0	21	-25	0	-21	79	46	21	-25
	PL	7	19	19	39	-7	0	-18	42	6	0	0	58	12	42	-12
	PT	19	7	7	26	-2	12	-13	43	12	12	-4	33	5	55	-1
	RO	14	18	18	10	-31	28	28	44	-3	0	-12	28	-13	72	25
	SI	2	0	-57	0	0	0	-24	100	81	0	0	0	-57	100	57
	SK	6	12	-1	51	19	0	-19	37	13	0	-12	63	18	37	-6
	FI	6	0	0	100	27	0	0	0	-27	0	0	100	27	0	-27
	SE	2	0	-28	52	0	33	33	15	-5	0	0	52	-28	48	28
	UK	18	32	11	42	3	7	-8	6	-15	13	9	74	14	13	-23
	IS	1	0	0	0	0	0	0	100	100	0	-100	0	0	100	100
	NO	1	38	-15	0	0	62	55	0	-23	0	-17	38	-15	62	32

Base: Respondents who experienced problems and complained to a public authority (n=353)

Q11.4 D'une manière générale, étiez-vous satisfait(e) ou mécontent(e) de la façon dont votre ou vos plainte(s) a ou ont été traitée(s) par... :

Un organisme de règlement extrajudiciaire des litiges

Q11.4 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:

Out-of-court dispute resolution body

Q11.4 Bitte geben Sie an, wie zufrieden oder unzufrieden Sie ganz allgemein jeweils mit der Art und Weise waren, in der die im Folgenden genannten Stellen mit Ihrer Beschwerde bzw. Ihren Beschwerden umgegangen sind.

Stelle zur außergerichtlichen Streitbeilegung

		%	(Total N)	Très satisfait(e)		Assez satisfait(e)		Pas très satisfait(e)		Pas du tout satisfait(e)		NSP\SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
				Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK\NA		Total 'Satisfied'		Total 'Not satisfied'	
				Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Nicht zufrieden'	
				Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28		295	33	9	35	2	11	-9	14	2	7	-4	68	11	25	-7
	BE		8	24	-15	53	17	14	0	0	-11	9	9	77	2	14	-11
	BG		8	0	0	29	29	12	12	47	-20	12	-21	29	29	59	-8
	CZ		2	0	0	100	0	0	0	0	0	0	0	100	0	0	0
	DK		5	29	-39	0	-32	0	0	43	43	28	28	29	-71	43	43
	DE		8	61	47	10	-2	13	-18	16	-14	0	-13	71	45	29	-32
	EE		4	9	9	50	7	0	0	7	-50	34	34	59	16	7	-50
	IE		13	9	-16	46	26	10	10	4	-14	31	-6	55	10	14	-4
	EL		9	24	11	50	30	8	-35	18	-6	0	0	74	41	26	-41
	ES		18	24	3	34	15	15	-31	27	17	0	-4	58	18	42	-14
	FR		12	36	4	44	-4	0	-16	20	20	0	-4	80	0	20	4
	HR		6	22	22	50	-19	14	14	14	-17	0	0	72	3	28	-3
	IT		16	6	6	70	14	16	-18	0	0	8	-2	76	20	16	-18
	CY		1	0	0	100	100	0	0	0	-100	0	0	100	100	0	-100
	LV		3	39	39	0	-44	61	61	0	0	0	-56	39	-5	61	61
	LT		4	44	-24	30	-2	0	0	0	0	26	26	74	-26	0	0
	LU		7	33	0	39	-3	0	0	10	-15	18	18	72	-3	10	-15
	HU		4	36	-15	13	-4	0	0	51	34	0	-15	49	-19	51	34
	MT		6	0	-61	0	0	33	33	67	28	0	0	0	-61	100	61
	NL		7	23	7	0	-38	32	26	45	34	0	-29	23	-31	77	60
	AT		11	52	52	11	11	27	27	10	-90	0	0	63	63	37	-63
	PL		9	41	5	25	12	19	7	9	-12	6	-12	66	17	28	-5
	PT		8	7	-19	20	-21	22	1	16	4	35	35	27	-40	38	5
	RO		3	100	100	0	-100	0	0	0	0	0	0	100	0	0	0
	SI		5	0	-47	0	-12	42	42	58	17	0	0	0	-59	100	59
	SK		3	20	20	80	80	0	-100	0	0	0	0	100	100	0	-100
	FI		11	43	-57	52	52	5	5	0	0	0	0	95	-5	5	5
	SE		6	0	0	61	40	0	0	20	-5	19	-35	61	40	20	-5
	UK		18	47	21	21	-25	5	3	11	4	16	-3	68	-4	16	7
	IS		1	0	-23	0	0	0	-77	0	0	100	100	0	-23	0	-77
	NO		2	51	22	0	-34	0	-12	0	-25	49	49	51	-12	0	-37

Base: Respondents who brought the matter to an out-of-court dispute resolution body (n=295)

Q11.5 D'une manière générale, étiez-vous satisfait(e) ou mécontent(e) de la façon dont votre ou vos plainte(s) a ou ont été traitée(s) par... :
Le tribunal

Q11.5 In general, how satisfied or dissatisfied were you with the way your complaint(s) was (were) dealt with by the...:
Court

Q11.5 Bitte geben Sie an, wie zufrieden oder unzufrieden Sie ganz allgemein jeweils mit der Art und Weise waren, in der die im Folgenden genannten Stellen mit Ihrer Beschwerde bzw. Ihren Beschwerden umgegangen sind.
Gericht

			Très satisfait(e)		Assez satisfait(e)		Pas très satisfait(e)		Pas du tout satisfait(e)		NSP\SR		Total 'Satisfait(e)'		Total 'Pas satisfait(e)'	
			Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK\NA		Total 'Satisfied'		Total 'Not satisfied'	
			Sehr zufrieden		Ziemlich zufrieden		Nicht sehr zufrieden		Überhaupt nicht zufrieden		WN/KA		Gesamt 'Zufrieden'		Gesamt 'Nicht zufrieden'	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)															
	EU 28	125	20	-4	24	-3	13	0	15	-10	28	17	44	-7	28	-10
	BE	3	49	-1	26	-1	0	0	0	-23	25	25	75	-2	0	-23
	BG		0	0	0	0	0	0	100	100	0	-100	0	0	100	100
	CZ	6	0	0	27	27	0	0	48	13	25	-40	27	27	48	13
	DK		0	0	0	0	0	0	0	0	0	0	0	0	0	0
	DE	6	9	9	27	27	0	-100	10	10	54	54	36	36	10	-90
	EE		0	0	0	0	0	0	0	0	0	0	0	0	0	0
	IE	4	15	-22	0	0	0	-19	85	57	0	-16	15	-22	85	38
	EL	1	0	-21	0	-37	0	0	100	81	0	-23	0	-58	100	81
	ES	4	0	0	30	30	51	51	19	-81	0	0	30	30	70	-30
	FR	8	12	-2	44	-13	0	-13	19	8	25	20	56	-15	19	-5
	HR	1	0	0	0	0	100	45	0	-45	0	0	0	0	100	0
	IT	4	0	-25	15	15	66	55	0	-28	19	-17	15	-10	66	27
	CY		0	0	0	0	0	0	0	0	0	0	0	0	0	0
	LV	1	100	100	0	0	0	-100	0	0	0	0	100	100	0	-100
	LT	2	0	0	0	0	0	0	43	43	57	-43	0	0	43	43
	LU	3	0	0	86	38	14	14	0	-39	0	-13	86	38	14	-25
	HU	3	0	0	100	100	0	0	0	0	0	-100	100	100	0	0
	MT	1	0	0	0	0	0	0	100	100	0	0	0	0	100	100
	NL	9	0	0	33	-6	0	-17	14	-5	53	28	33	-6	14	-22
	AT	1	100	31	0	0	0	0	0	-31	0	0	100	31	0	-31
	PL	7	61	-26	10	10	18	18	0	0	11	-2	71	-16	18	18
	PT	2	0	0	54	21	0	0	0	-34	46	13	54	21	0	-34
	RO		0	-70	0	-30	0	0	0	0	0	0	0	-100	0	0
	SI	1	0	0	0	0	0	0	100	0	0	0	0	0	100	0
	SK	4	63	63	37	37	0	0	0	0	0	0	100	100	0	0
	FI		0	0	0	0	0	0	0	-100	0	0	0	0	0	-100
	SE		0	0	0	0	0	0	0	0	0	-100	0	0	0	0
	UK	5	49	19	0	-17	0	0	27	-26	24	24	49	2	27	-26
	IS		0	0	0	0	0	0	0	-100	0	0	0	0	0	-100
	NO	1	0	-90	0	0	100	90	0	0	0	0	0	-90	100	90

Base: Respondents who took the business concerned to court (n=125)

Q12 Quelles sont les principales raisons pour lesquelles vous n'avez rien entrepris? (PLUSIEURS REPONSES POSSIBLES)

Q12 What were the main reasons why you did not take any action? (MULTIPLE ANSWERS POSSIBLE)

Q12 Was waren die Hauptgründe, warum Sie keine Maßnahmen ergriffen haben? (MEHRFACHNENNUNGEN MÖGLICH)

			Il était peu probable d'avoir une solution satisfaisante à votre problème You were unlikely to get a satisfactory solution to the problem you encountered Es war unwahrscheinlich, dass für Ihr Problem eine zufriedenstellende Lösung gefunden worden wäre		Les sommes en jeu étaient trop petites The sums involved were too small Die Summe, um die es ging, war zu gering		Vous ne saviez comment et où vous plaindre You did not know how or where to complain Sie wussten nicht, wo und wie Sie sich beschweren sollten		Vous n'étiez pas certain(e) de vos droits en tant que You were not sure of your rights as a consumer Sie waren sich Ihrer Verbraucherrechte nicht bewusst		Vous pensiez que cela prendrait trop de temps You thought it would take too long Sie dachten, es würde zu lange dauern	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	1459	40	13	34	-3	23	4	22	4	38	1
	BE	39	49	14	48	14	28	1	25	-16	57	26
	BG	108	40	18	20	-3	14	0	12	0	31	6
	CZ	42	43	7	38	-14	26	8	31	5	43	2
	DK	26	19	16	67	-4	13	10	15	12	9	-31
	DE	21	37	16	47	7	26	14	12	0	21	-18
	EE	64	22	13	40	10	8	5	11	5	39	5
	IE	66	40	2	17	-7	34	25	24	13	12	-9
	EL	126	41	5	20	-6	27	-2	31	10	38	1
	ES	57	56	28	46	8	41	25	34	2	48	12
	FR	63	57	27	38	9	27	-9	29	9	52	11
	HR	91	27	-9	27	-4	30	14	26	7	31	4
	IT	88	25	4	30	6	17	6	5	3	32	6
	CY	19	3	-29	15	-10	17	-3	0	-10	2	-16
	LV	64	38	16	35	-13	22	5	30	17	51	-2
	LT	61	28	7	17	-12	8	4	12	2	31	-1
	LU	16	43	17	59	52	0	-44	33	0	36	-7
	HU	56	25	13	27	-24	16	4	22	11	35	12
	MT	15	33	17	16	-34	30	25	37	32	19	7
	NL	23	40	16	14	-25	32	16	13	-1	26	10
	AT	24	40	15	76	33	25	11	21	12	40	33
	PL	58	25	14	26	-22	3	-5	15	-7	34	5
	PT	21	42	-13	29	-9	25	-9	22	1	61	24
	RO	110	29	-3	21	-22	13	0	12	1	37	0
	SI	32	10	-8	23	5	12	4	34	27	20	4
	SK	47	12	-25	59	16	4	-16	2	-10	3	-22
	FI	58	27	13	48	-8	16	7	11	2	26	9
	SE	30	34	26	66	13	37	27	24	17	37	-20
	UK	44	67	17	42	-7	32	-10	55	12	46	-29
	IS	17	23	-1	39	-10	0	-33	15	15	23	-8
	NO	23	3	-14	7	-27	0	-12	0	-12	28	-3

Base: Respondents who experienced problems but didn't take any action (n=1.459)

Q12 Quelles sont les principales raisons pour lesquelles vous n'avez rien entrepris? (PLUSIEURS REPONSES POSSIBLES)

Q12 What were the main reasons why you did not take any action? (MULTIPLE ANSWERS POSSIBLE)

Q12 Was waren die Hauptgründe, warum Sie keine Maßnahmen ergriffen haben? (MEHRFACHNENNUNGEN MÖGLICH)

			Vous avez essayé de vous plaindre pour d'autres problèmes par le passé mais cela n'avait pas abouti		Vous pensiez que vous plaindre entraînerait une confrontation et vous ne vous sentiez pas à l'aise dans ce genre de situations		Autre (NE PAS LIRE)		NSP\SR	
			You tried to complain about other problems in the past but were not successful		You thought complaining would have led to a confrontation, and you do not feel at ease in such situations		Other (DO NOT READ OUT)		DK\NA	
			Sie hatten sich in der Vergangenheit schon einmal aufgrund anderer Probleme beschwert, hatten aber keinen Erfolg		Sie waren der Ansicht, dass eine Beschwerde zu einer Konfrontation führen würde und Sie fühlen sich in solchen Situationen nicht wohl		Sonstiges (NICHT VORLESEN)		WN/KA	
%			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB	Flash EB 397	Diff. Flash EB
(Total N)										
	EU 28	1459	22	7	19	19	10	-5	1	0
	BE	39	11	-12	26	26	25	11	3	1
	BG	108	11	-3	11	11	10	-2	0	0
	CZ	42	16	-5	42	42	13	1	2	2
	DK	26	9	-5	0	0	7	-4	8	8
	DE	21	12	4	23	23	11	-3	0	0
	EE	64	1	-3	7	7	12	-17	0	-3
	IE	66	12	6	19	19	10	-13	0	0
	EL	126	24	1	32	32	8	3	0	-1
	ES	57	40	30	39	39	5	-18	1	1
	FR	63	20	-5	16	16	11	6	2	-3
	HR	91	16	2	18	18	3	-7	1	1
	IT	88	31	25	11	11	10	-9	0	-2
	CY	19	27	2	22	22	22	1	13	13
	LV	64	27	20	13	13	9	-1	0	-1
	LT	61	9	-4	19	19	14	0	4	0
	LU	16	5	-15	5	5	4	-6	0	-11
	HU	56	11	4	11	11	17	0	2	2
	MT	15	0	-20	27	27	4	-14	0	0
	NL	23	14	14	11	11	25	-17	2	2
	AT	24	15	8	26	26	2	-11	0	-5
	PL	58	11	-1	13	13	6	-12	0	0
	PT	21	24	-1	38	38	15	12	0	0
	RO	110	9	-10	13	13	14	5	1	-1
	SI	32	3	-5	0	0	11	-24	3	2
	SK	47	17	-1	7	7	6	-9	3	3
	FI	58	11	3	14	14	20	-3	2	2
	SE	30	24	18	13	13	6	-3	0	0
	UK	44	30	2	20	20	12	-5	2	2
	IS	17	7	-35	11	11	34	34	6	0
	NO	23	3	0	0	0	45	22	15	14

Base: Respondents who experienced problems but didn't take any action (n=1.459)

Q13.1 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)
Vous avez été informé(e) que vous aviez gagné à un tirage au sort dont vous n'étiez pas au courant, mais il vous était demandé de payer une certaine somme pour pouvoir récupérer le prix

Q13.1 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize

Q13.1 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Ihnen wurde mitgeteilt, dass Sie in einer Lotterie gewonnen haben, von der Sie noch nichts gehört hatten. Sie wurden jedoch gebeten, vorab eine Geldzahlung zu leisten, um den Preis entgegennehmen zu können

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	13	5	6
	BE	1001	9	9	4
	BG	1000	8	1	2
	CZ	1000	19	2	5
	DK	1004	14	13	13
	DE	1000	9	5	10
	EE	1000	4	7	15
	IE	1000	4	18	14
	EL	1001	20	3	1
	ES	1001	14	3	5
	FR	1003	18	10	4
	HR	1006	17	4	2
	IT	1003	9	3	2
	CY	500	10	8	4
	LV	1001	12	12	5
	LT	1000	14	2	4
	LU	500	5	21	7
	HU	1006	11	2	2
	MT	504	6	15	21
	NL	1001	17	8	8
	AT	1001	7	14	11
	PL	1000	29	3	10
	PT	1001	5	3	2
	RO	1012	22	1	2
	SI	1011	14	4	2
	SK	1025	26	4	3
	FI	1002	9	8	9
	SE	1000	8	9	12
	UK	1007	8	5	7
	IS	501	0	7	15
	NO	1000	7	10	24

Q13.1 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS Vous avez été informé(e) que vous aviez gagné à un tirage au sort dont vous n'étiez pas au courant, mais il vous était demandé de payer une certaine somme pour pouvoir récupérer le prix

Q13.1 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have been informed you won a lottery you did not know about, but you were asked to pay some money in order to collect the prize

Q13.1 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Ihnen wurde mitgeteilt, dass Sie in einer Lotterie gewonnen haben, von der Sie noch nichts gehört hatten. Sie wurden jedoch gebeten, vorab eine Geldzahlung zu leisten, um den Preis entgegennehmen zu können

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)				
	EU 28	26590	76	1	23
	BE	1001	80	1	19
	BG	1000	89	0	11
	CZ	1000	74	1	25
	DK	1004	63	2	36
	DE	1000	76	2	22
	EE	1000	76	0	24
	IE	1000	63	2	35
	EL	1001	76	0	23
	ES	1001	78	1	21
	FR	1003	73	1	26
	HR	1006	79	0	21
	IT	1003	86	1	13
	CY	500	78	1	21
	LV	1001	72	0	28
	LT	1000	80	1	19
	LU	500	68	0	32
	HU	1006	86	0	14
	MT	504	60	1	39
	NL	1001	67	3	30
	AT	1001	69	0	30
	PL	1000	59	1	40
	PT	1001	91	0	9
	RO	1012	74	1	25
	SI	1011	80	0	20
	SK	1025	67	1	32
	FI	1002	75	1	24
	SE	1000	71	2	27
	UK	1007	81	0	19
	IS	501	78	0	22
	NO	1000	61	2	38

Q13.2 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS REPONSES
Vous vous êtes senti(e) mis(e) sous pression à cause d'appels ou de messages commerciaux répétés vous pressant d'acheter quelque chose ou de signer un contrat

Q13.2 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract

Q13.2 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie fühlten sich durch hartnäckige Verkaufsanrufe oder -benachrichtigungen unter Druck gesetzt, in denen Sie bedrängten wurden, etwas zu kaufen oder einen Vertrag abzuschließen

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU- Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	38	4	3
	BE	1001	25	9	3
	BG	1000	30	1	0
	CZ	1000	40	2	4
	DK	1004	30	3	2
	DE	1000	20	5	4
	EE	1000	44	1	1
	IE	1000	19	6	4
	EL	1001	51	2	1
	ES	1001	55	3	4
	FR	1003	37	9	6
	HR	1006	53	2	1
	IT	1003	60	3	2
	CY	500	30	3	1
	LV	1001	48	3	2
	LT	1000	45	1	1
	LU	500	8	16	3
	HU	1006	34	1	1
	MT	504	31	5	1
	NL	1001	25	2	1
	AT	1001	17	13	4
	PL	1000	54	3	6
	PT	1001	39	1	2
	RO	1012	21	1	1
	SI	1011	26	1	1
	SK	1025	39	4	3
	FI	1002	30	1	1
	SE	1000	38	3	2
	UK	1007	29	5	4
	IS	501	19	1	0
	NO	1000	24	3	2

Q13.2 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS Vous vous êtes senti(e) mis(e) sous pression à cause d'appels ou de messages commerciaux répétés vous pressant d'acheter quelque chose ou de signer un contrat

Q13.2 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have felt pressured by persistent sales calls or messages urging you to buy something or sign a contract

Q13.2 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie fühlten sich durch hartnäckige Verkaufsanrufe oder -benachrichtigungen unter Druck gesetzt, in denen Sie bedrängten wurden, etwas zu kaufen oder einen Vertrag abzuschließen

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)				
 EU 28	26590		57	0	42
 BE	1001		68	0	31
 BG	1000		69	0	31
 CZ	1000		56	1	44
 DK	1004		66	0	33
 DE	1000		74	0	26
 EE	1000		54	0	46
 IE	1000		73	1	27
 EL	1001		47	0	52
 ES	1001		39	1	60
 FR	1003		56	0	44
 HR	1006		45	0	55
 IT	1003		36	0	63
 CY	500		68	0	32
 LV	1001		48	0	52
 LT	1000		54	0	46
 LU	500		74	0	26
 HU	1006		64	0	36
 MT	504		65	0	35
 NL	1001		73	0	27
 AT	1001		71	0	29
 PL	1000		39	1	61
 PT	1001		59	0	41
 RO	1012		78	0	22
 SI	1011		71	0	28
 SK	1025		55	1	45
 FI	1002		68	0	32
 SE	1000		59	0	41
 UK	1007		67	0	33
 IS	501		81	0	19
 NO	1000		74	0	26

Q13.3 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS REPONSES)
On vous a proposé un produit qui était annoncé comme étant gratuit alors qu'il impliquait en réalité des frais

Q13.3 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have been offered a product advertised as free of charge which actually entailed charges

Q13.3 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)

Ihnen wurde ein als kostenlos beworbenes Produkt angeboten, das in Wahrheit Kosten nach sich zog

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU- Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	22	3	2
	BE	1001	17	6	1
	BG	1000	25	1	0
	CZ	1000	26	3	3
	DK	1004	20	6	2
	DE	1000	9	2	3
	EE	1000	14	1	1
	IE	1000	12	8	1
	EL	1001	24	3	1
	ES	1001	40	4	3
	FR	1003	23	6	3
	HR	1006	49	1	1
	IT	1003	23	1	1
	CY	500	18	4	0
	LV	1001	21	3	1
	LT	1000	15	1	1
	LU	500	6	13	3
	HU	1006	34	1	2
	MT	504	12	3	2
	NL	1001	19	2	3
	AT	1001	8	5	3
	PL	1000	27	3	3
	PT	1001	18	2	1
	RO	1012	26	1	1
	SI	1011	10	2	1
	SK	1025	32	4	3
	FI	1002	38	5	3
	SE	1000	30	4	2
	UK	1007	18	3	2
	IS	501	11	1	2
	NO	1000	30	3	4

Q13.3 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS On vous a proposé un produit qui était annoncé comme étant gratuit alors qu'il impliquait en réalité des frais

Q13.3 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have been offered a product advertised as free of charge which actually entailed charges

Q13.3 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Ihnen wurde ein als kostenlos beworbenes Produkt angeboten, das in Wahrheit Kosten nach sich zog

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
%	(Total N)		Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	73	1	26
	BE	1001	77	0	22
	BG	1000	74	1	25
	CZ	1000	69	1	30
	DK	1004	74	1	25
	DE	1000	86	1	13
	EE	1000	85	0	15
	IE	1000	80	1	20
	EL	1001	72	1	27
	ES	1001	52	2	46
	FR	1003	72	1	28
	HR	1006	50	0	50
	IT	1003	75	1	24
	CY	500	78	0	21
	LV	1001	76	1	23
	LT	1000	82	1	17
	LU	500	80	0	20
	HU	1006	64	0	36
	MT	504	83	1	16
	NL	1001	76	1	23
	AT	1001	85	1	14
	PL	1000	68	1	32
	PT	1001	79	1	20
	RO	1012	72	0	27
	SI	1011	89	0	11
	SK	1025	61	1	37
	FI	1002	56	1	44
	SE	1000	65	1	33
	UK	1007	79	1	20
	IS	501	86	0	13
	NO	1000	64	1	35

Q13.4 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS REPONSES
Vous êtes tombé(e) sur une annonce publicitaire indiquant qu'un produit était disponible uniquement pour une période très limitée, mais vous avez finalement réalisé que ce n'était pas le cas

Q13.4 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)
You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case

Q13.4 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie sind auf Werbung gestoßen, die aussagte, dass das Produkt nur für einen begrenzten Zeitraum erhältlich wäre. Später stellten Sie jedoch fest, dass dies nicht der Fall war.

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	27	4	2
	BE	1001	19	4	1
	BG	1000	38	2	1
	CZ	1000	31	4	2
	DK	1004	26	5	1
	DE	1000	19	3	3
	EE	1000	26	3	1
	IE	1000	28	9	2
	EL	1001	39	4	1
	ES	1001	36	4	2
	FR	1003	21	4	1
	HR	1006	42	3	0
	IT	1003	18	2	1
	CY	500	43	6	0
	LV	1001	36	6	2
	LT	1000	24	3	1
	LU	500	14	10	1
	HU	1006	40	2	1
	MT	504	19	5	2
	NL	1001	15	3	1
	AT	1001	21	10	4
	PL	1000	39	5	6
	PT	1001	20	2	1
	RO	1012	35	1	0
	SI	1011	32	5	2
	SK	1025	32	4	2
	FI	1002	29	3	1
	SE	1000	32	5	3
	UK	1007	29	7	1
	IS	501	17	2	1
	NO	1000	25	3	4

Q13.4 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS Vous êtes tombé(e) sur une annonce publicitaire indiquant qu'un produit était disponible uniquement pour une période très limitée, mais vous avez finalement réalisé que ce n'était pas le cas

Q13.4 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have come across advertisements stating that the product was only available for a very limited period of time but you later realised that it was not the case

Q13.4 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie sind auf Werbung gestoßen, die aussagte, dass das Produkt nur für einen begrenzten Zeitraum erhältlich wäre. Später stellten Sie jedoch fest, dass dies nicht der Fall war.

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)				
	EU 28	26590	69	1	30
	BE	1001	78	1	21
	BG	1000	58	2	40
	CZ	1000	65	1	34
	DK	1004	68	3	30
	DE	1000	76	2	22
	EE	1000	69	3	29
	IE	1000	64	0	36
	EL	1001	57	1	42
	ES	1001	58	2	40
	FR	1003	74	1	24
	HR	1006	56	2	43
	IT	1003	79	1	20
	CY	500	52	1	47
	LV	1001	59	1	41
	LT	1000	70	2	27
	LU	500	77	1	22
	HU	1006	56	1	43
	MT	504	74	2	24
	NL	1001	82	1	17
	AT	1001	68	1	30
	PL	1000	52	1	46
	PT	1001	76	1	22
	RO	1012	64	1	36
	SI	1011	63	2	35
	SK	1025	61	2	37
	FI	1002	68	1	31
	SE	1000	63	2	35
	UK	1007	68	1	31
	IS	501	80	1	19
	NO	1000	68	1	31

Q13.5 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS REPONSES)
Vous avez rencontré d'autres pratiques commerciales déloyales

Q13.5 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have come across other unfair commercial practices

Q13.5 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie sind sonstigen unlauteren Handelspraktiken begegnet

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
% (Total N)			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	19	4	2
	BE	1001	16	8	2
	BG	1000	28	1	0
	CZ	1000	24	2	2
	DK	1004	14	4	2
	DE	1000	11	4	4
	EE	1000	15	1	2
	IE	1000	19	10	3
	EL	1001	20	3	1
	ES	1001	26	4	2
	FR	1003	20	7	2
	HR	1006	26	2	0
	IT	1003	17	2	1
	CY	500	12	2	1
	LV	1001	17	2	0
	LT	1000	16	2	1
	LU	500	10	10	2
	HU	1006	26	1	1
	MT	504	9	3	1
	NL	1001	13	3	2
	AT	1001	9	7	3
	PL	1000	33	3	4
	PT	1001	18	2	1
	RO	1012	25	1	0
	SI	1011	16	2	1
	SK	1025	25	3	1
	FI	1002	23	4	2
	SE	1000	19	7	6
	UK	1007	16	5	3
	IS	501	10	3	1
	NO	1000	15	6	8

Q13.5 Je vais vous lire des déclarations relatives à des pratiques commerciales déloyales. Après chacune d'entre elles, veuillez m'indiquer si vous l'avez rencontrée au cours des 12 derniers mois... ? (PLUSIEURS Vous avez rencontré d'autres pratiques commerciales déloyales)

Q13.5 I will read you some statements about unfair commercial practices. After each one, please tell me whether you have experienced it during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have come across other unfair commercial practices

Q13.5 Ich werde Ihnen einige Aussagen zu unlauteren Handelspraktiken vorlesen. Bitte geben Sie nach jeder einzelnen an, ob Sie dies in den letzten 12 Monaten erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)
Sie sind sonstigen unlauteren Handelspraktiken begegnet

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	75	2	23
	BE	1001	78	0	22
	BG	1000	69	2	28
	CZ	1000	72	1	27
	DK	1004	81	1	18
	DE	1000	81	2	18
	EE	1000	81	2	17
	IE	1000	72	1	27
	EL	1001	77	1	22
	ES	1001	68	3	29
	FR	1003	76	1	23
	HR	1006	69	4	27
	IT	1003	80	2	18
	CY	500	84	2	14
	LV	1001	80	1	19
	LT	1000	80	2	18
	LU	500	81	0	19
	HU	1006	72	1	27
	MT	504	87	2	11
	NL	1001	83	1	16
	AT	1001	83	1	17
	PL	1000	59	3	38
	PT	1001	80	1	20
	RO	1012	74	1	25
	SI	1011	80	2	18
	SK	1025	70	1	29
	FI	1002	73	2	25
	SE	1000	70	2	27
	UK	1007	80	1	19
	IS	501	86	2	12
	NO	1000	73	3	25

Q14a.1 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ?

(PLUSIEURS REPONSES POSSIBLES)

Vous avez reçu un produit endommagé ou différent de celui que vous aviez commandé

Q14a.1 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have received a damaged product or a different product from the one you ordered

Q14a.1 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben.

(MEHRFACHNENNUNGEN MÖGLICH)

Sie haben ein beschädigtes Produkt oder ein anderes als das Bestellte erhalten

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE)
			Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)
			Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
%			Flash EB 397	Flash EB 397	Flash EB 397
(Total N)					
	EU 28	3377	22	6	1
	BE	180	10	8	0
	BG	75	9	5	7
	CZ	89	11	3	2
	DK	272	12	4	1
	DE	142	26	4	2
	EE	128	13	19	7
	IE	256	10	14	2
	EL	74	9	15	2
	ES	84	15	6	1
	FR	146	25	6	0
	HR	63	14	13	2
	IT	112	17	4	0
	CY	41	5	14	5
	LV	124	9	11	0
	LT	71	16	13	2
	LU	70	10	24	0
	HU	70	15	9	0
	MT	44	0	23	16
	NL	144	23	1	1
	AT	243	11	17	0
	PL	69	27	5	2
	PT	72	11	12	0
	RO	32	11	12	2
	SI	75	6	7	0
	SK	72	22	8	1
	FI	204	10	9	3
	SE	229	20	7	0
	UK	193	32	5	1
	IS	83	1	5	2
	NO	261	12	7	6

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14a.1 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Vous avez reçu un produit endommagé ou différent de celui que vous aviez commandé

Q14a.1 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have received a damaged product or a different product from the one you ordered

Q14a.1 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)

Sie haben ein beschädigtes Produkt oder ein anderes als das Bestellte erhalten

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	3377	73	0	27
	BE	180	82	0	18
	BG	75	81	0	19
	CZ	89	83	2	15
	DK	272	83	0	17
	DE	142	69	0	31
	EE	128	67	0	33
	IE	256	74	0	26
	EL	74	75	0	25
	ES	84	79	0	21
	FR	146	73	0	27
	HR	63	73	0	27
	IT	112	80	0	20
	CY	41	76	0	24
	LV	124	79	1	20
	LT	71	73	1	26
	LU	70	67	0	33
	HU	70	76	0	24
	MT	44	61	0	39
	NL	144	75	0	25
	AT	243	74	1	25
	PL	69	69	0	31
	PT	72	77	0	23
	RO	32	80	3	18
	SI	75	86	0	14
	SK	72	69	0	31
	FI	204	79	1	20
	SE	229	74	1	25
	UK	193	65	0	35
	IS	83	92	0	8
	NO	261	74	1	25

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14a.2 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ?

(PLUSIEURS REPONSES POSSIBLES)

Les produits ont été livrés plus tard que promis

Q14a.2 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

Products were delivered later than promised

Q14a.2 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben.

(MEHRFACHNENNUNGEN MÖGLICH)

Produkte wurden später als versprochen geliefert

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE)
			Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)
			Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
%			Flash EB 397	Flash EB 397	Flash EB 397
(Total N)					
	EU 28	3377	37	19	2
	BE	180	24	20	1
	BG	75	25	18	1
	CZ	89	44	7	0
	DK	272	33	20	1
	DE	142	34	9	1
	EE	128	17	28	4
	IE	256	21	40	3
	EL	74	19	22	2
	ES	84	30	26	1
	FR	146	45	26	2
	HR	63	27	28	6
	IT	112	33	21	5
	CY	41	9	39	0
	LV	124	19	27	3
	LT	71	35	27	4
	LU	70	18	40	0
	HU	70	28	18	5
	MT	44	4	51	27
	NL	144	37	15	3
	AT	243	18	30	1
	PL	69	34	11	2
	PT	72	22	18	3
	RO	32	12	9	2
	SI	75	17	23	3
	SK	72	42	17	5
	FI	204	17	14	3
	SE	229	29	16	7
	UK	193	55	20	2
	IS	83	4	7	14
	NO	261	26	15	9

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14a.2 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Les produits ont été livrés plus tard que promis

Q14a.2 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

Products were delivered later than promised

Q14a.2 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)

Produkte wurden später als versprochen geliefert

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	3377	50	0	49
	BE	180	62	0	38
	BG	75	62	0	38
	CZ	89	52	0	48
	DK	272	51	0	48
	DE	142	60	1	39
	EE	128	56	1	43
	IE	256	48	0	52
	EL	74	63	0	37
	ES	84	49	2	48
	FR	146	45	0	55
	HR	63	51	0	49
	IT	112	52	0	48
	CY	41	57	0	43
	LV	124	57	0	43
	LT	71	42	1	57
	LU	70	47	0	53
	HU	70	54	0	46
	MT	44	25	0	75
	NL	144	54	0	46
	AT	243	57	1	43
	PL	69	55	0	45
	PT	72	59	3	38
	RO	32	79	3	18
	SI	75	62	0	38
	SK	72	50	0	50
	FI	204	67	0	32
	SE	229	54	0	46
	UK	193	33	0	67
	IS	83	75	0	25
	NO	261	57	1	43

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14a.3 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ?

(PLUSIEURS REPONSES POSSIBLES)

Les produits n'ont jamais été livrés

Q14a.3 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

Products were not delivered at all

Q14a.3 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben.

(MEHRFACHNENNUNGEN MÖGLICH)

Produkte wurden gar nicht geliefert

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE)
			Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)
			Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
%			Flash EB 397	Flash EB 397	Flash EB 397
(Total N)					
	EU 28	3377	10	5	1
	BE	180	4	2	1
	BG	75	6	6	5
	CZ	89	19	2	5
	DK	272	6	6	0
	DE	142	12	1	1
	EE	128	3	8	4
	IE	256	6	13	0
	EL	74	2	8	4
	ES	84	6	7	0
	FR	146	7	8	1
	HR	63	11	8	6
	IT	112	7	2	4
	CY	41	0	7	3
	LV	124	3	8	0
	LT	71	5	6	5
	LU	70	1	8	0
	HU	70	2	4	0
	MT	44	0	22	14
	NL	144	6	2	1
	AT	243	3	6	2
	PL	69	18	6	0
	PT	72	0	5	0
	RO	32	7	6	0
	SI	75	1	18	1
	SK	72	7	11	1
	FI	204	7	4	1
	SE	229	1	2	1
	UK	193	21	8	0
	IS	83	2	4	7
	NO	261	3	2	3

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14a.3 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Les produits n'ont jamais été livrés

Q14a.3 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

Products were not delivered at all

Q14a.3 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme erlebt haben. (MEHRFACHNENNUNGEN MÖGLICH)

Produkte wurden gar nicht geliefert

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	3377	84	0	15
	BE	180	93	0	7
	BG	75	86	0	14
	CZ	89	75	0	25
	DK	272	89	0	11
	DE	142	86	0	14
	EE	128	85	0	15
	IE	256	82	0	18
	EL	74	87	0	13
	ES	84	89	0	11
	FR	146	84	2	14
	HR	63	78	0	22
	IT	112	89	0	11
	CY	41	93	0	7
	LV	124	89	0	11
	LT	71	85	0	15
	LU	70	90	0	10
	HU	70	94	0	6
	MT	44	64	0	36
	NL	144	91	0	9
	AT	243	89	0	11
	PL	69	77	0	23
	PT	72	94	1	5
	RO	32	84	3	13
	SI	75	81	0	19
	SK	72	85	0	15
	FI	204	89	0	11
	SE	229	95	1	4
	UK	193	74	0	26
	IS	83	87	0	13
	NO	261	91	0	9

Base: Respondents who shop online in their country or in an EU country (n= 3.377)

Q14b.1 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat en (NOTRE PAYS) au cours des 12 derniers mois... ?

Vous avez reçu un produit endommagé ou différent de celui que vous aviez commandé

Q14b.1 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?

You have received a damaged product or a different product from the one you ordered

Q14b.1 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendeine dieser Probleme beim Einkauf in (UNSEREM LAND) erlebt haben.

Sie haben ein beschädigtes Produkt oder ein anderes als das Bestellte erhalten

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	9372	20	80	0
	BE	178	14	86	0
	BG	242	21	78	1
	CZ	459	15	85	0
	DK	400	15	84	1
	DE	439	23	77	0
	EE	237	17	83	0
	IE	190	11	89	0
	EL	213	11	89	0
	ES	260	18	82	0
	FR	378	17	83	0
	HR	138	12	87	1
	IT	226	13	87	0
	CY	26	10	87	3
	LV	200	23	77	0
	LT	256	16	83	1
	LU	20	23	77	0
	HU	286	19	81	0
	MT	5	0	100	0
	NL	548	15	84	1
	AT	127	15	85	0
	PL	441	20	80	0
	PT	136	13	87	0
	RO	271	22	77	1
	SI	224	18	81	1
	SK	409	20	79	1
	FI	285	13	87	0
	SE	428	12	87	1
	UK	508	28	72	0
	IS	127	5	95	0
	NO	360	15	85	0

Base: Respondents who shop online in their country but not in another EU country (n= 9.372)

Q14b.2 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat en (NOTRE PAYS) au cours des 12 derniers mois... ?

Les produits ont été livrés plus tard que promis

Q14b.2 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?

Products were delivered later than promised

Q14b.2 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendeine dieser Probleme beim Einkauf in (UNSEREM LAND) erlebt haben.

Produkte wurden später als versprochen geliefert

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	9372	36	64	0
	BE	178	32	68	0
	BG	242	23	76	1
	CZ	459	31	68	1
	DK	400	22	77	1
	DE	439	40	60	0
	EE	237	24	75	1
	IE	190	29	71	0
	EL	213	29	71	0
	ES	260	33	67	0
	FR	378	45	55	0
	HR	138	30	69	1
	IT	226	26	74	0
	CY	26	18	79	3
	LV	200	25	75	0
	LT	256	31	67	2
	LU	20	35	65	0
	HU	286	31	69	0
	MT	5	24	76	0
	NL	548	42	58	0
	AT	127	29	70	1
	PL	441	33	67	0
	PT	136	25	75	0
	RO	271	28	72	0
	SI	224	24	76	0
	SK	409	38	61	1
	FI	285	24	75	1
	SE	428	27	72	1
	UK	508	40	60	0
	IS	127	16	83	1
	NO	360	26	74	0

Base: Respondents who shop online in their country but not in another EU country (n= 9.372)

Q14b.3 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat en (NOTRE PAYS) au cours des 12 derniers mois... ?

Les produits n'ont jamais été livrés

Q14b.3 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?

Products were not delivered at all

Q14b.3 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendeine dieser Probleme beim Einkauf in (UNSEREM LAND) erlebt haben.

Produkte wurden gar nicht geliefert

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	9372	10	90	0
	BE	178	9	90	1
	BG	242	6	93	1
	CZ	459	9	91	0
	DK	400	5	94	1
	DE	439	9	90	1
	EE	237	7	92	1
	IE	190	11	89	0
	EL	213	5	95	0
	ES	260	6	94	0
	FR	378	11	89	0
	HR	138	8	92	0
	IT	226	9	91	0
	CY	26	5	92	3
	LV	200	5	95	0
	LT	256	7	91	2
	LU	20	11	89	0
	HU	286	8	92	0
	MT	5	0	100	0
	NL	548	6	94	0
	AT	127	5	95	0
	PL	441	10	90	0
	PT	136	6	93	1
	RO	271	5	95	0
	SI	224	5	94	1
	SK	409	17	82	1
	FI	285	6	94	0
	SE	428	8	91	1
	UK	508	14	86	0
	IS	127	7	93	0
	NO	360	6	94	0

Base: Respondents who shop online in their country but not in another EU country (n= 9.372)

Q14c.1 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat dans un autre pays de l'UE au cours des 12 derniers mois... ?

Vous avez reçu un produit endommagé ou différent de celui que vous aviez commandé

Q14c.1 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in another EU country during the last 12 months...?

You have received a damaged product or a different product from the one you ordered

Q14c.1 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme beim Einkauf in einem anderen EU-Mitgliedsland erlebt haben.

Sie haben ein beschädigtes Produkt oder ein anderes als das Bestellte erhalten

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	897	17	83	0
	BE	100	19	80	1
	BG	34	32	68	0
	CZ	13	12	88	0
	DK	49	5	95	0
	DE	17	4	96	0
	EE	89	14	86	0
	IE	181	17	83	0
	EL	36	16	84	0
	ES	38	14	86	0
	FR	22	15	85	0
	HR	45	20	79	1
	IT	62	16	84	0
	CY	137	23	76	1
	LV	80	26	74	0
	LT	53	25	75	0
	LU	182	18	82	0
	HU	15	63	37	0
	MT	163	25	75	0
	NL	18	17	80	3
	AT	206	18	81	1
	PL	14	36	64	0
	PT	44	4	96	0
	RO	5	0	100	0
	SI	66	18	82	0
	SK	32	24	72	4
	FI	59	15	85	0
	SE	28	9	91	0
	UK	6	26	74	0
	IS	41	4	96	0
	NO	60	9	91	0

Base: Respondents who shop online in another EU country but not in their country (n= 897)

Q14c.2 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat dans un autre pays de l'UE au cours des 12 derniers mois... ?

Les produits ont été livrés plus tard que promis

Q14c.2 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in another EU country during the last 12 months...?

Products were delivered later than promised

Q14c.2 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme beim Einkauf in einem anderen EU-Mitgliedsland erlebt haben.

Produkte wurden später als versprochen geliefert

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	897	33	67	0
	BE	100	39	61	0
	BG	34	21	79	0
	CZ	13	22	78	0
	DK	49	31	68	1
	DE	17	52	48	0
	EE	89	30	70	0
	IE	181	46	53	1
	EL	36	36	64	0
	ES	38	26	74	0
	FR	22	36	64	0
	HR	45	25	75	0
	IT	62	23	77	0
	CY	137	49	51	0
	LV	80	39	61	0
	LT	53	45	55	0
	LU	182	35	64	1
	HU	15	41	59	0
	MT	163	47	53	0
	NL	18	41	56	3
	AT	206	41	57	2
	PL	14	30	70	0
	PT	44	37	63	0
	RO	5	39	61	0
	SI	66	25	75	0
	SK	32	39	57	4
	FI	59	25	75	0
	SE	28	30	70	0
	UK	6	0	100	0
	IS	41	27	73	0
	NO	60	27	68	5

Base: Respondents who shop online in another EU country but not in their country (n= 897)

Q14c.3 Je vais vous lire des déclarations relatives à des problèmes que peuvent rencontrer les consommateurs lorsqu'ils achètent en ligne. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat dans un autre pays de l'UE au cours des 12 derniers mois... ?

Les produits n'ont jamais été livrés

Q14c.3 I will read you some statements about problems consumers may have when shopping online. Please tell me whether you experienced any of them when buying in another EU country during the last 12 months...?

Products were not delivered at all

Q14c.3 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher haben können, wenn sie online einkaufen. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme beim Einkauf in einem anderen EU-Mitgliedsland erlebt haben.

Produkte wurden gar nicht geliefert

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	897	7	92	1
	BE	100	9	91	0
	BG	34	3	97	0
	CZ	13	0	100	0
	DK	49	4	96	0
	DE	17	0	100	0
	EE	89	9	91	0
	IE	181	16	84	0
	EL	36	8	91	1
	ES	38	13	84	3
	FR	22	0	100	0
	HR	45	19	81	0
	IT	62	1	97	2
	CY	137	13	87	0
	LV	80	7	93	0
	LT	53	15	83	2
	LU	182	10	90	0
	HU	15	32	68	0
	MT	163	31	69	0
	NL	18	45	50	5
	AT	206	12	87	1
	PL	14	0	100	0
	PT	44	2	98	0
	RO	5	0	100	0
	SI	66	11	89	0
	SK	32	6	90	4
	FI	59	3	97	0
	SE	28	3	97	0
	UK	6	22	78	0
	IS	41	2	98	0
	NO	60	12	88	0

Base: Respondents who shop online in another EU country but not in their country (n= 897)

Q14T1 - Moyenne résultats pour Q14a1+Q14b1+Q14c1

Vous avez reçu un produit endommagé ou différent de celui que vous aviez commandé

Q14T1 - Average results for Q14a1+Q14b1+Q14c1

You have received a damaged product or a different product from the one you ordered

Q14T1 - Moyenne résultats pour Q14a1+Q14b1+Q14c1

Sie haben ein beschädigtes Produkt oder ein anderes als das Bestellte erhalten

			Total 'Oui'	Total 'Non'	NSP\SR
			Total 'Yes'	Total 'No'	DK\NA
			Gesamt 'Ja'	Gesamt 'Nein'	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	13646	22	78	0
	BE	457	17	83	0
	BG	350	22	77	1
	CZ	561	15	85	0
	DK	721	15	84	1
	DE	598	24	76	0
	EE	453	21	79	0
	IE	627	19	81	0
	EL	322	15	85	0
	ES	382	18	82	0
	FR	547	20	80	0
	HR	246	17	82	1
	IT	400	15	85	0
	CY	204	21	78	1
	LV	405	23	77	0
	LT	380	19	80	1
	LU	273	22	78	0
	HU	371	22	78	0
	MT	211	27	73	0
	NL	710	17	82	1
	AT	576	20	79	1
	PL	524	22	78	0
	PT	252	14	86	0
	RO	308	21	78	1
	SI	365	17	83	0
	SK	513	22	77	1
	FI	549	16	83	1
	SE	685	16	83	1
	UK	707	30	70	0
	IS	251	6	94	0
	NO	682	18	81	1

Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Q14T2 - Moyenne résultats pour Q14a2+Q14b2+Q14c2

Les produits ont été livrés plus tard que promis

Q14T2 - Average results for Q14a2+Q14b2+Q14c2

Products were delivered later than promised

Q14T2 - Moyenne résultats pour Q14a2+Q14b2+Q14c2

Produkte wurden später als versprochen geliefert

			Total 'Oui'	Total 'Non'	NSP\SR
			Total 'Yes'	Total 'No'	DK\NA
			Gesamt 'Ja'	Gesamt 'Nein'	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	13646	39	61	0
	BE	457	36	64	0
	BG	350	26	73	1
	CZ	561	34	66	0
	DK	721	33	67	0
	DE	598	40	59	1
	EE	453	31	68	1
	IE	627	44	56	0
	EL	322	32	68	0
	ES	382	36	64	0
	FR	547	47	53	0
	HR	246	34	66	0
	IT	400	31	69	0
	CY	204	44	56	0
	LV	405	33	67	0
	LT	380	38	61	1
	LU	273	39	60	1
	HU	371	34	66	0
	MT	211	52	48	0
	NL	710	43	57	0
	AT	576	39	60	1
	PL	524	34	66	0
	PT	252	31	68	1
	RO	308	27	73	0
	SI	365	27	73	0
	SK	513	40	59	1
	FI	549	28	72	0
	SE	685	33	66	1
	UK	707	47	53	0
	IS	251	21	78	1
	NO	682	32	67	1

Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Q14T3 - Moyenne résultats pour Q14a3+Q14b3+Q14c3

Les produits n'ont jamais été livrés

Q14T3 - Average results for Q14a3+Q14b3+Q14c3

Products were not delivered at all

Q14T3 - Moyenne résultats pour Q14a3+Q14b3+Q14c3

Produkte wurden gar nicht geliefert

			Total 'Oui'	Total 'Non'	NSP\SR
			Total 'Yes'	Total 'No'	DK\NA
			Gesamt 'Ja'	Gesamt 'Nein'	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	13646	11	89	0
	BE	457	8	92	0
	BG	350	7	92	1
	CZ	561	12	88	0
	DK	721	7	92	1
	DE	598	10	90	0
	EE	453	10	90	0
	IE	627	15	85	0
	EL	322	8	92	0
	ES	382	8	92	0
	FR	547	11	88	1
	HR	246	13	87	0
	IT	400	8	92	0
	CY	204	11	89	0
	LV	405	7	93	0
	LT	380	10	88	2
	LU	273	10	90	0
	HU	371	9	91	0
	MT	211	32	68	0
	NL	710	8	92	0
	AT	576	10	90	0
	PL	524	11	89	0
	PT	252	5	94	1
	RO	308	5	95	0
	SI	365	9	90	1
	SK	513	16	83	1
	FI	549	8	92	0
	SE	685	6	93	1
	UK	707	18	82	0
	IS	251	8	92	0
	NO	682	8	92	0

Base: Respondents who shop online in their country or in an EU country (n= 13.646)

Q15 Au cours des 12 derniers mois, avez-vous rencontré l'un des problèmes suivants lors de l'achat en ligne d'un bien ou d'un service dans un autre pays de l'UE ? ... (PLUSIEURS REPONSES POSSIBLES)

Q15 During the past 12 months, have you come across any of the following problems when buying goods and services online from another EU country? (MULTIPLE ANSWERS POSSIBLE)

Q15 Hatten Sie in den letzten 12 Monaten beim Kauf von Produkten oder Dienstleistungen aus einem anderen EU-Mitgliedsland folgende Probleme? (MEHRFACHNENNUNGEN MÖGLICH)

			Le détaillant ou le fournisseur de service a refusé de livrer en (NOTRE PAYS) The retailer or service provider refused to deliver to (OUR COUNTRY) Der Anbieter oder Händler verweigerte die Lieferung nach (UNSEREM LAND)	Le détaillant ou le fournisseur de service a refusé le paiement venant de (NOTRE PAYS) The retailer or service provider did not accept payment from (OUR COUNTRY) Der Anbieter oder Händler akzeptierte keine Zahlung aus (UNSEREM LAND)	Vous avez été redirigé(e) vers un site internet en (NOTRE PAYS) où les prix étaient différents You were redirected to a website in (OUR COUNTRY) where the prices were different Sie wurden auf eine Webseite in (UNSEREM LAND) umgeleitet, auf der andere Preise angegeben waren
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	4273	10	5	8
	BE	279	20	13	14
	BG	108	16	4	7
	CZ	102	21	11	6
	DK	321	19	7	7
	DE	159	1	0	2
	EE	216	16	5	3
	IE	437	36	18	22
	EL	110	24	13	9
	ES	122	4	4	10
	FR	168	7	2	9
	HR	108	25	4	3
	IT	174	6	3	2
	CY	178	24	8	14
	LV	205	21	9	9
	LT	124	12	6	3
	LU	253	47	19	12
	HU	85	15	11	17
	MT	207	53	10	10
	NL	162	9	2	7
	AT	449	27	10	12
	PL	83	8	6	10
	PT	116	4	4	6
	RO	37	21	13	11
	SI	141	22	8	4
	SK	104	10	7	5
	FI	264	17	5	7
	SE	257	13	3	4
	UK	199	10	10	14
	IS	124	28	19	9
	NO	322	17	4	9

Base: Respondents who shop online in another EU country (n=4.273)

Q15 Au cours des 12 derniers mois, avez-vous rencontré l'un des problèmes suivants lors de l'achat en ligne d'un bien ou d'un service dans un autre pays de l'UE ? ... (PLUSIEURS REPONSES)

Q15 During the past 12 months, have you come across any of the following problems when buying goods and services online from another EU country? (MULTIPLE ANSWERS POSSIBLE)

Q15 Hatten Sie in den letzten 12 Monaten beim Kauf von Produkten oder Dienstleistungen aus einem anderen EU-Mitgliedsland folgende Probleme? (MEHRFACHNENNUNGEN MÖGLICH)

			Aucun de ceux-ci	NSP\SR	Total 'Oui'
			None of them	DK\NA	Total 'Yes'
			Keines von diesen	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	4273	81	0	18
	BE	279	67	0	33
	BG	108	74	3	23
	CZ	102	76	0	24
	DK	321	74	1	24
	DE	159	97	0	3
	EE	216	79	0	21
	IE	437	50	0	50
	EL	110	69	0	31
	ES	122	84	0	16
	FR	168	86	0	14
	HR	108	70	0	30
	IT	174	88	1	11
	CY	178	64	2	33
	LV	205	71	0	29
	LT	124	79	2	19
	LU	253	44	0	56
	HU	85	70	0	30
	MT	207	42	2	56
	NL	162	86	0	14
	AT	449	63	1	36
	PL	83	80	2	17
	PT	116	87	1	12
	RO	37	67	5	28
	SI	141	73	0	27
	SK	104	81	0	19
	FI	264	77	1	22
	SE	257	82	0	17
	UK	199	74	0	25
	IS	124	59	1	40
	NO	322	76	0	24

Base: Respondents who shop online in another EU country (n=4.273)

Q16a.1 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Vous avez trouvé des clauses abusives dans un contrat (par exemple, autoriser le fournisseur à changer les termes du contrat unilatéralement ou imposer des pénalités excessives en cas de rupture du contrat)

Q16a.1 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)

Q16a.1 Ich werde Ihnen jetzt einige Aussagen zu möglichen Problemen vorlesen, die Verbraucher beim Einkauf haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme hatten? (MEHRFACHNENNUNGEN MÖGLICH)

Sie sind auf unlautere Vertragsbedingungen gestoßen (z. B. der Anbieter behält sich das Recht vor, die Vertragsbedingungen einseitig zu ändern oder es werden unverhältnismäßige Strafen für Vertragsbruch festgelegt)

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE)
			Yes, with retailers or service providers located in (OUR COUNTRY)	Yes, with retailers or service providers located in another EU country	Yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT)
			Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
%	(Total N)		Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	6290	17	3	0
	BE	370	9	4	0
	BG	186	45	4	0
	CZ	233	13	1	0
	DK	400	5	1	0
	DE	234	7	2	1
	EE	351	13	2	0
	IE	504	21	3	0
	EL	143	21	3	0
	ES	154	26	5	1
	FR	249	18	5	1
	HR	202	34	5	1
	IT	257	21	2	0
	CY	214	6	4	1
	LV	289	19	3	0
	LT	226	15	3	0
	LU	319	4	8	0
	HU	125	23	3	0
	MT	233	11	2	1
	NL	350	9	2	1
	AT	510	8	2	1
	PL	167	23	1	1
	PT	166	18	1	0
	RO	114	31	3	0
	SI	244	7	4	0
	SK	285	25	5	1
	FI	352	9	5	0
	SE	331	6	2	0
	UK	256	25	3	0
	IS	196	10	1	0
	NO	482	4	2	1

Base: Respondents who bought a product or service in another EU country (n=6.290)

Q16a.1 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Vous avez trouvé des clauses abusives dans un contrat (par exemple, autoriser le fournisseur à changer les termes du contrat unilatéralement ou imposer des pénalités excessives en cas de rupture du contrat)

Q16a.1 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)

Q16a.1 Ich werde Ihnen jetzt einige Aussagen zu möglichen Problemen vorlesen, die Verbraucher beim Einkauf haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme hatten? (MEHRFACHNENNUNGEN MÖGLICH)

Sie sind auf unlautere Vertragsbedingungen gestoßen (z. B. der Anbieter behält sich das Recht vor, die Vertragsbedingungen einseitig zu ändern oder es werden unverhältnismäßige Strafen für Vertragsbruch

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	6290	80	1	19
	BE	370	89	0	11
	BG	186	53	0	47
	CZ	233	86	0	14
	DK	400	94	1	6
	DE	234	89	2	9
	EE	351	83	2	15
	IE	504	77	1	23
	EL	143	77	0	23
	ES	154	72	0	28
	FR	249	80	0	19
	HR	202	62	1	37
	IT	257	77	0	22
	CY	214	87	4	10
	LV	289	79	0	20
	LT	226	82	0	18
	LU	319	89	0	10
	HU	125	74	0	26
	MT	233	85	1	14
	NL	350	90	0	10
	AT	510	89	1	10
	PL	167	74	0	25
	PT	166	81	1	19
	RO	114	66	2	32
	SI	244	88	1	10
	SK	285	69	1	29
	FI	352	87	1	13
	SE	331	92	0	8
	UK	256	74	0	26
	IS	196	90	0	10
	NO	482	92	1	7

Base: Respondents who bought a product or service in another EU country (n=6.290)

Q16a.2 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Vous avez eu à payer des frais supplémentaires non prévus

Q16a.2 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE ANSWERS POSSIBLE)

You have had to pay unanticipated extra charges

Q16a.2 Ich werde Ihnen jetzt einige Aussagen zu möglichen Problemen vorlesen, die Verbraucher beim Einkauf haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme hatten? (MEHRFACHNENNUNGEN MÖGLICH)

Sie mussten unvorhergesehene Zusatzkosten bezahlen

			Oui, chez des détaillants ou fournisseurs de services établis en (NOTRE PAYS) Yes, with retailers or service providers located in (OUR COUNTRY) Ja, mit Anbietern oder Händlern mit Sitz in (UNSEREM LAND)	Oui, chez des détaillants ou fournisseurs de services établis dans un autre pays de l'UE Yes, with retailers or service providers located in another EU country Ja, mit Anbietern oder Händlern mit Sitz in einem anderen EU-Mitgliedsland	Oui, mais vous ne savez pas dans quel pays les détaillants ou fournisseurs de services étaient établis (NE PAS LIRE) yes, but you don't know in which country the retailers or service providers were located (DO NOT READ OUT) Ja, aber ich weiß nicht, in welchem Land die Anbieter oder Händler ihren Sitz hatten (NICHT VORLESEN)
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	6290	15	5	1
	BE	370	11	8	1
	BG	186	26	4	2
	CZ	233	8	2	1
	DK	400	10	6	2
	DE	234	11	6	0
	EE	351	7	3	1
	IE	504	17	12	2
	EL	143	16	2	1
	ES	154	16	3	0
	FR	249	11	6	1
	HR	202	28	5	0
	IT	257	20	3	1
	CY	214	11	9	1
	LV	289	12	3	0
	LT	226	15	7	1
	LU	319	3	13	0
	HU	125	13	5	0
	MT	233	12	9	1
	NL	350	12	4	1
	AT	510	7	5	0
	PL	167	16	4	0
	PT	166	12	2	1
	RO	114	22	6	0
	SI	244	15	3	1
	SK	285	12	5	2
	FI	352	1	4	0
	SE	331	9	4	2
	UK	256	22	8	2
	IS	196	11	3	2
	NO	482	13	5	1

Base: Respondents who bought a product or service in another EU country (n=6.290)

Q16a.2 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes au cours des 12 derniers mois... ? (PLUSIEURS REPONSES POSSIBLES)

Vous avez eu à payer des frais supplémentaires non prévus

Q16a.2 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them during the last 12 months...? (MULTIPLE You have had to pay unanticipated extra charges

Q16a.2 Ich werde Ihnen jetzt einige Aussagen zu möglichen Problemen vorlesen, die Verbraucher beim Einkauf haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten irgendwelche dieser Probleme hatten? (MEHRFACHNENNUNGEN MÖGLICH)

Sie mussten unvorhergesehene Zusatzkosten bezahlen

			Non	NSP\SR	Total 'Oui'
			No	DK\NA	Total 'Yes'
			Nein	WN/KA	Gesamt 'Ja'
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	6290	81	0	19
	BE	370	84	0	16
	BG	186	68	0	32
	CZ	233	90	0	10
	DK	400	83	0	17
	DE	234	84	0	16
	EE	351	88	1	11
	IE	504	71	1	28
	EL	143	81	0	19
	ES	154	82	1	17
	FR	249	85	0	15
	HR	202	67	1	32
	IT	257	78	0	22
	CY	214	81	1	18
	LV	289	86	0	14
	LT	226	78	0	22
	LU	319	85	0	15
	HU	125	83	0	17
	MT	233	79	1	20
	NL	350	85	0	15
	AT	510	88	0	11
	PL	167	80	0	20
	PT	166	86	0	14
	RO	114	71	1	29
	SI	244	82	1	18
	SK	285	81	1	18
	FI	352	94	0	6
	SE	331	85	1	14
	UK	256	71	0	29
	IS	196	85	0	15
	NO	482	81	1	18

Base: Respondents who bought a product or service in another EU country (n=6.290)

Q16b.1 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat en (NOTRE PAYS) au cours des 12 derniers mois... ?

Vous avez trouvé des clauses abusives dans un contrat (par exemple, autoriser le fournisseur à changer les termes du contrat unilatéralement ou imposer des pénalités excessives en cas de rupture du contrat)

Q16b.1 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?

You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)

Q16b.1 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher grundsätzlich beim Einkaufen haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten solche Probleme beim Einkauf in (UNSEREM LAND) hatten?

Sie sind auf unlautere Vertragsbedingungen gestoßen (z. B. der Anbieter behält sich das Recht vor, die Vertragsbedingungen einseitig zu ändern oder es werden unverhältnismäßige Strafen für Vertragsbruch festgelegt)

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	20300	13	86	1
	BE	631	10	90	0
	BG	814	25	74	1
	CZ	767	12	87	1
	DK	604	4	95	1
	DE	766	7	92	1
	EE	649	8	91	1
	IE	496	20	80	0
	EL	858	19	80	1
	ES	847	25	75	0
	FR	754	10	89	1
	HR	804	24	75	1
	IT	746	15	84	1
	CY	286	10	84	6
	LV	712	20	80	0
	LT	774	12	87	1
	LU	181	8	92	0
	HU	881	21	79	0
	MT	271	12	86	2
	NL	651	3	96	1
	AT	491	10	89	1
	PL	833	15	85	0
	PT	835	11	88	1
	RO	898	20	79	1
	SI	767	10	89	1
	SK	740	21	77	2
	FI	650	7	92	1
	SE	669	7	93	0
	UK	752	10	90	0
	IS	305	6	94	0
	NO	518	7	92	1

Base: Respondents who have not bought a product or service in another EU country (n=20.300)

Q16b.2 Je vais maintenant vous lire des déclarations relatives à des problèmes que peuvent rencontrer plus généralement les consommateurs lorsqu'ils font des achats. Veuillez me dire si vous avez rencontré l'un de ces problèmes lors d'un achat en (NOTRE PAYS) au cours des 12 derniers mois... ?

Vous avez eu à payer des frais supplémentaires non prévus

Q16b.2 Now, I will read you some statements about problems consumers may have more generally when shopping. Please tell me whether you have experienced any of them when buying in (OUR COUNTRY) during the last 12 months...?

You have had to pay unanticipated extra charges

Q16b.2 Ich werde Ihnen jetzt einige Aussagen zu Problemen vorlesen, die Verbraucher grundsätzlich beim Einkaufen haben können. Bitte geben Sie an, ob Sie in den letzten 12 Monaten solche Probleme beim Einkauf in (UNSEREM LAND) hatten?

Sie mussten unvorhergesehene Zusatzkosten bezahlen

			Oui	Non	NSP\SR
			Yes	No	DK\NA
			Ja	Nein	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	20300	11	89	0
	BE	631	13	86	1
	BG	814	20	79	1
	CZ	767	7	93	0
	DK	604	8	91	1
	DE	766	6	94	0
	EE	649	10	89	1
	IE	496	15	84	1
	EL	858	21	78	1
	ES	847	11	89	0
	FR	754	9	90	1
	HR	804	19	80	1
	IT	746	12	87	1
	CY	286	10	83	7
	LV	712	17	83	0
	LT	774	11	88	1
	LU	181	8	92	0
	HU	881	17	83	0
	MT	271	15	83	2
	NL	651	10	90	0
	AT	491	8	92	0
	PL	833	12	88	0
	PT	835	9	91	0
	RO	898	21	78	1
	SI	767	10	89	1
	SK	740	12	87	1
	FI	650	5	95	0
	SE	669	8	92	0
	UK	752	11	89	0
	IS	305	14	85	1
	NO	518	13	87	0

Base: Respondents who have not bought a product or service in another EU country (n=20.300)

Q16T1 - Moyenne résultats pour Q16a1+Q16b1

Vous avez trouvé des clauses abusives dans un contrat (par exemple, autoriser le fournisseur à changer les termes du contrat unilatéralement ou imposer des pénalités excessives en cas de rupture du contrat)

Q16T1 - Average results for Q16a1+Q16b1

You have encountered unfair terms and conditions in a contract (for instance, enabling the provider to change the contract terms unilaterally or imposing excessive penalties for breach of the contract)

Q16T1 - Moyenne résultats pour Q16a1+Q16b1

Sie sind auf unlautere Vertragsbedingungen gestoßen (z. B. der Anbieter behält sich das Recht vor, die Vertragsbedingungen einseitig zu ändern oder es werden unverhältnismäßige Strafen für Vertragsbruch festgelegt)

			Total 'Oui'	Total 'Non'	NSP\SR
			Total 'Yes'	Total 'No'	DK\NA
			Gesamt 'Ja'	Gesamt 'Nein'	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	15	84	1
	BE	1001	10	90	0
	BG	1000	29	70	1
	CZ	1000	13	87	0
	DK	1004	5	94	1
	DE	1000	8	91	1
	EE	1000	11	88	1
	IE	1000	21	79	0
	EL	1001	19	80	1
	ES	1001	25	74	1
	FR	1003	12	87	1
	HR	1006	26	73	1
	IT	1003	16	83	1
	CY	500	10	85	5
	LV	1001	20	80	0
	LT	1000	13	86	1
	LU	500	9	91	0
	HU	1006	21	79	0
	MT	504	12	86	2
	NL	1001	6	94	0
	AT	1001	10	89	1
	PL	1000	16	83	1
	PT	1001	13	86	1
	RO	1012	21	78	1
	SI	1011	10	89	1
	SK	1025	23	75	2
	FI	1002	9	90	1
	SE	1000	7	93	0
	UK	1007	14	86	0
	IS	501	8	92	0
	NO	1000	7	92	1

Q16T2 - Moyenne résultats pour Q16a2+Q16b2

Vous avez eu à payer des frais supplémentaires non prévus

Q16T2 - Average results for Q16a2+Q16b2

You have had to pay unanticipated extra charges

Q16T2 - Moyenne résultats pour Q16a2+Q16b2

Sie mussten unvorhergesehene Zusatzkosten bezahlen

			Total 'Oui'	Total 'Non'	NSP\SR
			Total 'Yes'	Total 'No'	DK\NA
			Gesamt 'Ja'	Gesamt 'Nein'	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	13	87	0
	BE	1001	14	86	0
	BG	1000	22	77	1
	CZ	1000	7	93	0
	DK	1004	12	88	0
	DE	1000	8	92	0
	EE	1000	10	89	1
	IE	1000	22	77	1
	EL	1001	21	79	0
	ES	1001	12	88	0
	FR	1003	11	89	0
	HR	1006	22	77	1
	IT	1003	14	85	1
	CY	500	14	82	4
	LV	1001	16	84	0
	LT	1000	14	85	1
	LU	500	12	88	0
	HU	1006	17	83	0
	MT	504	18	81	1
	NL	1001	11	89	0
	AT	1001	10	90	0
	PL	1000	14	86	0
	PT	1001	10	90	0
	RO	1012	22	77	1
	SI	1011	12	87	1
	SK	1025	14	85	1
	FI	1002	5	95	0
	SE	1000	10	90	0
	UK	1007	16	84	0
	IS	501	15	85	0
	NO	1000	15	84	1

Q17.1 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes?
Vous avez confiance lorsque vous achetez des biens ou des services par internet auprès des détaillants ou fournisseurs de service situés en (NOTRE PAYS)

Q17.1 How strongly do you agree or disagree with each of the following statements?
You feel confident purchasing goods or services via the Internet from retailers or service providers in (OUR COUNTRY)

Q17.1 Wie sehr stimmen Sie jeder einzelnen der folgenden Aussagen zu oder nicht zu?
Sie fühlen sich beim Kauf von Produkten oder Dienstleistungen über das Internet von Händlern oder Anbietern in (UNSEREM LAND) sicher

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord	
			Strongly Agree		Agree		Disagree		Strongly disagree	
			Stimme voll und ganz zu		Stimme zu		Stimme nicht zu		Stimme überhaupt nicht zu	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)									
	EU 28	26590	14	-4	47	6	20	3	9	-5
	BE	1001	11	-3	52	11	23	5	10	-11
	BG	1000	8	-1	24	-9	29	11	21	-6
	CZ	1000	13	-1	55	1	15	-2	8	-1
	DK	1004	33	-5	47	5	10	1	4	-1
	DE	1000	14	-6	49	5	15	-1	8	-3
	EE	1000	16	5	40	11	11	-7	10	-10
	IE	1000	28	-6	47	5	11	1	6	0
	EL	1001	6	-4	43	14	32	12	12	-13
	ES	1001	12	-9	42	12	32	13	11	-13
	FR	1003	19	0	49	0	14	2	13	-4
	HR	1006	3	-4	29	5	31	13	17	-5
	IT	1003	4	-5	41	8	25	7	13	-5
	CY	500	9	-2	37	11	20	-1	11	-12
	LV	1001	7	0	41	1	31	-1	8	-2
	LT	1000	7	0	38	0	28	0	7	-3
	LU	500	16	-5	55	7	15	2	10	-3
	HU	1006	15	0	33	2	16	2	19	-10
	MT	504	24	5	22	4	11	1	15	-15
	NL	1001	13	0	62	5	17	-2	4	-1
	AT	1001	18	-6	52	13	11	-1	5	-7
	PL	1000	7	-7	51	3	24	9	5	-3
	PT	1001	4	-5	39	4	31	-2	17	-2
	RO	1012	7	1	45	8	27	2	10	-7
	SI	1011	14	-5	39	0	25	4	12	-2
	SK	1025	15	-2	44	1	23	0	12	0
	FI	1002	19	-6	48	5	16	5	6	-6
	SE	1000	33	-2	42	6	7	-2	12	-1
	UK	1007	28	-1	52	6	9	-3	3	-2
	IS	501	19	-1	55	11	11	0	3	-3
	NO	1000	28	1	53	4	11	-2	3	-4

Q17.1 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes?

Vous avez confiance lorsque vous achetez des biens ou des services par internet auprès des détaillants ou fournisseurs de service situés en (NOTRE PAYS)

Q17.1 How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers or service providers in (OUR COUNTRY)

Q17.1 Wie sehr stimmen Sie jeder einzelnen der folgenden Aussagen zu oder nicht zu?

Sie fühlen sich beim Kauf von Produkten oder Dienstleistungen über das Internet von Händlern oder Anbietern in (UNSEREM LAND) sicher

			NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			DK\NA		Total 'Agree'		Total 'Disagree'	
			WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%	(Total N)		Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590	10	0	61	2	29	-2
	BE	1001	4	-2	63	8	33	-6
	BG	1000	18	5	32	-10	50	5
	CZ	1000	9	3	68	0	23	-3
	DK	1004	6	0	80	0	14	0
	DE	1000	14	5	63	-1	23	-4
	EE	1000	23	1	56	16	21	-17
	IE	1000	8	0	75	-1	17	1
	EL	1001	7	-9	49	10	44	-1
	ES	1001	3	-3	54	3	43	0
	FR	1003	5	2	68	0	27	-2
	HR	1006	20	-9	32	1	48	8
	IT	1003	17	-5	45	3	38	2
	CY	500	23	4	46	9	31	-13
	LV	1001	13	2	48	1	39	-3
	LT	1000	20	3	45	0	35	-3
	LU	500	4	-1	71	2	25	-1
	HU	1006	17	6	48	2	35	-8
	MT	504	28	5	46	9	26	-14
	NL	1001	4	-2	75	5	21	-3
	AT	1001	14	1	70	7	16	-8
	PL	1000	13	-2	58	-4	29	6
	PT	1001	9	5	43	-1	48	-4
	RO	1012	11	-4	52	9	37	-5
	SI	1011	10	3	53	-5	37	2
	SK	1025	6	1	59	-1	35	0
	FI	1002	11	2	67	-1	22	-1
	SE	1000	6	-1	75	4	19	-3
	UK	1007	8	0	80	5	12	-5
	IS	501	12	-7	74	10	14	-3
	NO	1000	5	1	81	5	14	-6

Q17.2 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes?

Vous avez confiance lorsque vous achetez des biens ou des services par internet auprès des détaillants ou fournisseurs de service situés dans un autre pays de l'UE

Q17.2 How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers or service providers in another EU country

Q17.2 Wie sehr stimmen Sie jeder einzelnen der folgenden Aussagen zu oder nicht zu?

Sie fühlen sich beim Kauf von Produkten oder Dienstleistungen über das Internet von Händlern oder Anbietern in einem anderen EU-Mitgliedsland sicher

			Tout à fait d'accord		D'accord		Pas d'accord		Pas du tout d'accord	
			Strongly Agree		Agree		Disagree		Strongly disagree	
			Stimme voll und ganz zu		Stimme zu		Stimme nicht zu		Stimme überhaupt nicht zu	
			Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
%	(Total N)									
	EU 28	26590	6	-1	32	3	31	3	16	-5
	BE	1001	6	-2	38	8	34	8	18	-12
	BG	1000	7	-3	22	-10	29	13	20	-5
	CZ	1000	5	0	36	5	25	-1	12	-4
	DK	1004	9	-7	42	4	31	2	10	0
	DE	1000	4	1	26	3	30	-6	18	-5
	EE	1000	10	3	29	9	17	-1	15	-11
	IE	1000	17	-4	45	0	22	4	8	2
	EL	1001	6	-5	33	10	38	16	15	-11
	ES	1001	10	-5	34	9	38	12	15	-14
	FR	1003	6	0	28	-2	30	2	28	-4
	HR	1006	4	-2	23	2	32	16	16	-10
	IT	1003	5	-1	30	8	31	10	15	-8
	CY	500	9	-5	32	6	24	3	12	-10
	LV	1001	4	-1	31	-1	38	0	12	1
	LT	1000	6	1	27	-1	32	2	7	-4
	LU	500	6	-5	50	7	26	4	15	-4
	HU	1006	8	2	20	1	22	-1	28	-10
	MT	504	27	-2	28	4	9	-1	15	-7
	NL	1001	4	1	34	1	43	-2	9	1
	AT	1001	6	-4	37	3	29	7	12	-7
	PL	1000	4	-1	35	9	31	9	6	-7
	PT	1001	3	-1	31	0	37	-4	20	0
	RO	1012	6	1	33	4	31	2	13	-5
	SI	1011	12	1	29	0	30	1	17	-2
	SK	1025	9	0	31	-1	35	-1	17	1
	FI	1002	7	-4	34	0	34	12	13	-10
	SE	1000	13	2	33	3	21	1	23	-3
	UK	1007	8	1	40	-1	31	0	10	-1
	IS	501	8	-1	53	13	18	2	5	-2
	NO	1000	12	1	47	2	27	0	6	-4

Q17.2 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec chacune des propositions suivantes?

Vous avez confiance lorsque vous achetez des biens ou des services par internet auprès des détaillants ou fournisseurs de service situés dans un autre pays de l'UE

Q17.2 How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers or service providers in another EU country

Q17.2 Wie sehr stimmen Sie jeder einzelnen der folgenden Aussagen zu oder nicht zu?

Sie fühlen sich beim Kauf von Produkten oder Dienstleistungen über das Internet von Händlern oder Anbietern in einem anderen EU-Mitgliedsland sicher

			NSP\SR		Total 'D'accord'		Total 'Pas d'accord'	
			DK\NA		Total 'Agree'		Total 'Disagree'	
			WN/KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%	(Total N)		Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358	Flash EB 397	Diff. Flash EB 358
	EU 28	26590	15	0	38	2	47	-2
	BE	1001	4	-2	44	6	52	-4
	BG	1000	22	5	29	-13	49	8
	CZ	1000	22	0	41	5	37	-5
	DK	1004	8	1	51	-3	41	2
	DE	1000	22	7	30	4	48	-11
	EE	1000	29	0	39	12	32	-12
	IE	1000	8	-2	62	-4	30	6
	EL	1001	8	-10	39	5	53	5
	ES	1001	3	-2	44	4	53	-2
	FR	1003	8	4	34	-2	58	-2
	HR	1006	25	-6	27	0	48	6
	IT	1003	19	-9	35	7	46	2
	CY	500	23	6	41	1	36	-7
	LV	1001	15	1	35	-2	50	1
	LT	1000	28	2	33	0	39	-2
	LU	500	3	-2	56	2	41	0
	HU	1006	22	8	28	3	50	-11
	MT	504	21	6	55	2	24	-8
	NL	1001	10	-1	38	2	52	-1
	AT	1001	16	1	43	-1	41	0
	PL	1000	24	-10	39	8	37	2
	PT	1001	9	5	34	-1	57	-4
	RO	1012	17	-2	39	5	44	-3
	SI	1011	12	0	41	1	47	-1
	SK	1025	8	1	40	-1	52	0
	FI	1002	12	2	41	-4	47	2
	SE	1000	10	-3	46	5	44	-2
	UK	1007	11	1	48	0	41	-1
	IS	501	16	-12	61	12	23	0
	NO	1000	8	1	59	3	33	-4

Q18T Quelles langues pouvez-vous utiliser avec aisance pour vos activités personnelles telles que les achats, les recherches sur internet ou autres utilisations ? (NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q18T Which languages can you use comfortably for personal interests such as shopping, searching the web or other uses ? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

Q18T Welche Sprachen beherrschen Sie so gut, dass Sie sie für persönliche Interessen wie Einkaufen, Suche im Internet oder andere Zwecke benutzen? (NICHT VORLESEN - MEHRFACHANTWORTEN MÖGLICH)

			Dans la langue du pays seulement	2 langues	3 langues	4 langues et plus	NSP\SR
			In country's language only	2 languages	3 languages	4 languages and more	DK\NA
			Nur in der Landesprache	2 Sprachen	3 Sprachen	4 Sprachen und mehr	WN/KA
%	(Total N)		Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	47	34	13	5	1
	BE	1001	35	56	7	1	1
	BG	1000	36	38	19	6	1
	CZ	1000	30	35	22	13	0
	DK	1004	16	47	24	13	0
	DE	1000	39	44	12	5	0
	EE	1000	33	45	18	4	0
	IE	1000	81	16	2	1	0
	EL	1001	38	43	15	4	0
	ES	1001	56	29	9	2	4
	FR	1003	60	29	8	3	0
	HR	1006	25	46	22	7	0
	IT	1003	47	38	13	2	0
	CY	500	13	68	12	5	2
	LV	1001	40	49	9	1	1
	LT	1000	8	42	33	14	3
	LU	500	25	50	18	6	1
	HU	1006	54	30	11	1	4
	MT	504	76	19	2	0	3
	NL	1001	12	33	40	15	0
	AT	1001	26	53	16	5	0
	PL	1000	37	42	15	5	1
	PT	1001	38	29	21	11	1
	RO	1012	56	33	8	3	0
	SI	1011	23	33	28	15	1
	SK	1025	23	29	28	20	0
	FI	1002	31	53	13	3	0
	SE	1000	14	56	18	11	1
	UK	1007	78	11	6	2	3
	IS	501	16	43	21	20	0
	NO	1000	29	51	9	9	2

Q18TT Quelles langues pouvez-vous utiliser avec aisance pour vos activités personnelles telles que les achats, les recherches sur internet ou autres utilisations ? (NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q18TT Which languages can you use comfortably for personal interests such as shopping, searching the web or other uses ? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

Q18TT Welche Sprachen beherrschen Sie so gut, dass Sie sie für persönliche Interessen wie Einkaufen, Suche im Internet oder andere Zwecke benutzen? (NICHT VORLESEN - MEHRFACHANTWORTEN MÖGLICH)

			Dans la langue du pays seulement	Au moins dans une autre langue de l'UE	NSP\SR
			In country's language only	At least in one other EU language	DK\NA
			Nur in der Landessprache	In mindestens einer EU- Sprache	WN\KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	47	52	1
	BE	1001	35	64	1
	BG	1000	36	64	0
	CZ	1000	30	70	0
	DK	1004	17	83	0
	DE	1000	39	61	0
	EE	1000	33	67	0
	IE	1000	81	19	0
	EL	1001	38	62	0
	ES	1001	56	40	4
	FR	1003	60	40	0
	HR	1006	25	75	0
	IT	1003	47	53	0
	CY	500	13	85	2
	LV	1001	40	59	1
	LT	1000	8	89	3
	LU	500	25	75	0
	HU	1006	53	43	4
	MT	504	76	21	3
	NL	1001	12	87	1
	AT	1001	26	74	0
	PL	1000	37	62	1
	PT	1001	38	61	1
	RO	1012	56	44	0
	SI	1011	23	76	1
	SK	1025	23	77	0
	FI	1002	31	69	0
	SE	1000	14	85	1
	UK	1007	78	19	3
	IS	501	16	84	0
	NO	1000	29	69	2

Q19 En pensant à la situation financière de votre ménage, diriez-vous que joindre les deux bouts tous les mois est ...?

Q19 Thinking about your household's financial situation, would you say that making ends meet every month is ...?

Q19 Wenn Sie an die finanzielle Situation Ihres Haushalts denken, würden Sie sagen, dass es ... ist, jeden Monat über die Runden zu kommen?

			Très difficile	Assez difficile	Assez facile	Très facile	NSP\SR	Total 'Difficile'	Total 'Facile'
			Very difficult	Fairly difficult	Fairly easy	Very easy	DK\NA	Total 'Difficult'	Total 'Easy'
			Sehr schwierig	Ziemlich schwierig	Relativ einfach	Sehr einfach	WN/KA	Gesamt 'Schwierig'	Gesamt 'Einfach'
			Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
%	(Total N)								
	EU 28	26590	15	36	37	9	3	51	46
	BE	1001	10	33	45	9	3	43	54
	BG	1000	26	47	22	2	3	73	24
	CZ	1000	13	46	31	7	3	59	38
	DK	1004	4	13	50	31	2	17	81
	DE	1000	6	20	51	18	5	26	69
	EE	1000	8	38	45	5	4	46	50
	IE	1000	16	39	34	7	4	55	41
	EL	1001	25	55	15	2	3	80	17
	ES	1001	24	43	25	5	3	67	30
	FR	1003	17	43	35	4	1	60	39
	HR	1006	27	45	22	4	2	72	26
	IT	1003	19	49	27	3	2	68	30
	CY	500	17	50	27	3	3	67	30
	LV	1001	17	45	33	3	2	62	36
	LT	1000	13	40	35	4	8	53	39
	LU	500	6	27	49	16	2	33	65
	HU	1006	33	42	20	2	3	75	22
	MT	504	14	43	33	4	6	57	37
	NL	1001	6	20	51	20	3	26	71
	AT	1001	5	27	47	17	4	32	64
	PL	1000	18	44	31	5	2	62	36
	PT	1001	31	42	20	3	4	73	23
	RO	1012	9	43	40	5	3	52	45
	SI	1011	14	39	41	3	3	53	44
	SK	1025	25	49	20	4	2	74	24
	FI	1002	2	15	61	20	2	17	81
	SE	1000	4	11	44	38	3	15	82
	UK	1007	9	29	45	10	7	38	55
	IS	501	9	27	47	14	3	36	61
	NO	1000	3	9	49	37	2	12	86

Q20.1 Supposons que le même type de produit soit en vente dans le magasin A et dans le magasin B. Je vais vous lire deux déclarations relatives aux offres du magasin A et du magasin B. Dans chaque cas, veuillez me dire quel magasin est le moins cher.

Le magasin A offre un poste de télévision pour 440 euros. Le magasin B offre exactement le même type de poste de télévision à 500 euros, mais avec une remise de 10%

Q20.1 Suppose that the exact same product is on sale in shop A and shop B. I will read you two statements about offers from shop A and shop B. In each case, please tell me which shop is cheaper.

Shop A offers a TV set for 440 euro. Shop B offers the exact same type of TV set at 500 euro, but with a discount of 10%.

Q20.1 Angenommen, ein und dasselbe Produkt wird sowohl vom Geschäft A als auch vom Geschäft B angeboten. Ich lese Ihnen zwei Aussagen zu Angeboten der Geschäfte A und B vor. Bitte sagen Sie mir zu beiden Aussagen, welches Angebot günstiger ist.

Geschäft A bietet einen Fernseher für 440 Euro an. Geschäft B bietet genau dasselbe Gerät für 500 Euro an, aber mit einem Rabatt von 10 %.

			Magasin A	Magasin B	NSP\SR
			Shop A	Shop B	DK\NA
			Geschäft A	Geschäft B	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	80	14	6
	BE	1001	84	13	3
	BG	1000	75	17	8
	CZ	1000	79	13	8
	DK	1004	79	14	7
	DE	1000	85	10	5
	EE	1000	73	11	16
	IE	1000	85	11	4
	EL	1001	76	17	7
	ES	1001	73	19	8
	FR	1003	81	16	3
	HR	1006	78	15	7
	IT	1003	75	16	9
	CY	500	77	10	13
	LV	1001	76	15	9
	LT	1000	76	12	12
	LU	500	85	12	3
	HU	1006	74	18	8
	MT	504	64	21	15
	NL	1001	90	6	4
	AT	1001	84	9	7
	PL	1000	80	13	7
	PT	1001	69	23	8
	RO	1012	76	19	5
	SI	1011	81	12	7
	SK	1025	78	17	5
	FI	1002	82	10	8
	SE	1000	84	13	3
	UK	1007	83	12	5
	IS	501	67	27	6
	NO	1000	78	14	8

Q20.2 Supposons que le même type de produit soit en vente dans le magasin A et dans le magasin B. Je vais vous lire deux déclarations relatives aux offres du magasin A et du magasin B. Dans chaque cas, veuillez me dire quel magasin est le moins cher.

Le magasin A offre un poste de télévision pour 890 euros. Le magasin B offre exactement le même type de poste de télévision à 940 euros, mais avec une réduction de 60 euros.

Q20.2 Suppose that the exact same product is on sale in shop A and shop B. I will read you two statements about offers from shop A and shop B. In each case, please tell me which shop is cheaper.

Shop A offers a TV set for 890 euro. Shop B offers the exact same type of TV set at 940 euro, but with a reduction of 60 euro.

Q20.2 Angenommen, ein und dasselbe Produkt wird sowohl vom Geschäft A als auch vom Geschäft B angeboten. Ich lese Ihnen zwei Aussagen zu Angeboten der Geschäfte A und B vor. Bitte sagen Sie mir zu beiden Aussagen, welches Angebot günstiger ist.

Geschäft A bietet einen Fernseher für 890 Euro an. Geschäft B bietet genau dasselbe Gerät für 940 Euro an, aber um 60 Euro reduziert.

			Magasin A	Magasin B	NSP\SR
			Shop A	Shop B	DK\NA
			Geschäft A	Geschäft B	WN/KA
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	31	61	8
	BE	1001	29	67	4
	BG	1000	39	47	14
	CZ	1000	36	54	10
	DK	1004	31	62	7
	DE	1000	30	63	7
	EE	1000	19	61	20
	IE	1000	33	61	6
	EL	1001	37	56	7
	ES	1001	36	53	11
	FR	1003	27	66	7
	HR	1006	34	59	7
	IT	1003	34	57	9
	CY	500	33	51	16
	LV	1001	31	57	12
	LT	1000	29	59	12
	LU	500	24	73	3
	HU	1006	35	57	8
	MT	504	26	60	14
	NL	1001	17	77	6
	AT	1001	26	64	10
	PL	1000	34	52	14
	PT	1001	26	62	12
	RO	1012	34	61	5
	SI	1011	35	56	9
	SK	1025	37	57	6
	FI	1002	22	69	9
	SE	1000	20	76	4
	UK	1007	27	67	6
	IS	501	38	56	6
	NO	1000	29	64	7

Q20T - Compétences arithmétiques des consommateurs

Q20T - Consumer numerical skills

Q20T - Compétences arithmétiques des consommateurs

			Au moins une réponse correcte	0 réponse correcte	1 réponse correcte	2 réponses correctes	Au moins une mauvaise réponse	Au moins une réponse NSP
			At least one correct answer	0 correct answer	1 correct answer	2 correct answers	At least one wrong answer	At least one answer DK
			Au moins une réponse correcte	0 réponse correcte	1 réponse correcte	2 réponses correctes	Mindestens ein falsche Ant	Mindestens ein Antwort WN
%	(Total N)		Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	26590	89	11	37	52	39	11
	BE	1001	92	8	33	59	37	5
	BG	1000	85	15	48	37	50	15
	CZ	1000	87	13	42	45	44	13
	DK	1004	87	13	34	54	39	11
	DE	1000	91	9	35	56	37	9
	EE	1000	80	20	27	54	26	23
	IE	1000	91	9	37	55	39	8
	EL	1001	87	13	42	45	47	10
	ES	1001	85	15	44	41	48	15
	FR	1003	90	10	33	57	36	8
	HR	1006	89	11	41	48	45	10
	IT	1003	86	14	40	46	45	13
	CY	500	86	14	45	41	41	19
	LV	1001	86	14	38	48	40	15
	LT	1000	85	15	36	49	37	17
	LU	500	90	10	24	67	29	5
	HU	1006	84	16	37	47	44	11
	MT	504	82	18	40	42	42	21
	NL	1001	95	5	23	72	21	8
	AT	1001	90	10	32	58	32	11
	PL	1000	88	12	43	44	41	17
	PT	1001	86	14	41	45	43	16
	RO	1012	90	10	44	47	48	8
	SI	1011	87	13	37	50	41	11
	SK	1025	88	12	41	47	47	8
	FI	1002	91	9	30	61	29	12
	SE	1000	92	8	23	69	27	5
	UK	1007	89	11	29	60	33	8
	IS	501	83	17	44	39	53	10
	NO	1000	90	10	37	53	38	11

Q20T - Compétences arithmétiques des consommateurs

Moyenne

Q20T - Consumer numerical skills

Average

Q20T - Compétences arithmétiques des consommateurs

Durchschnitt

			Moyenne des bonnes réponses	Moyenne des mauvaises réponses	NSP
			Average of correct answers	Average of wrong answers	DK
			Durchschnitt der richtigen Antworten	Durchschnittlich falsche Antworten	WN
			Flash EB 397	Flash EB 397	Flash EB 397
	EU 28	53180	70	23	7
	BE	2002	75	21	4
	BG	2000	61	28	11
	CZ	2000	66	25	9
	DK	2008	70	23	7
	DE	2000	74	20	6
	EE	2000	67	15	18
	IE	2000	73	22	5
	EL	2002	66	27	7
	ES	2002	63	27	10
	FR	2006	74	21	5
	HR	2012	68	25	7
	IT	2006	66	25	9
	CY	1000	64	22	14
	LV	2002	67	23	10
	LT	2000	67	21	12
	LU	1000	79	18	3
	HU	2012	65	27	8
	MT	1008	62	24	14
	NL	2002	83	12	5
	AT	2002	74	18	8
	PL	2000	66	24	10
	PT	2002	65	25	10
	RO	2024	69	26	5
	SI	2022	68	24	8
	SK	2050	68	27	5
	FI	2004	76	16	8
	SE	2000	80	16	4
	UK	2014	75	20	5
	IS	1002	61	33	6
	NO	2000	71	21	8