## *Consumer organisations*

Results of the Directive

1. What is your **overall assessment** of the results achieved by the Product Liability Directive with reference to its specific objective of contributing to the protection of consumers?
2. Are there other unexpected results?
3. What are the **most important benefits** for consumers? Is it possible to quantify and qualify them? Can they be further increased? How? Is there a role that could be played by consumer associations?
4. What are the main **costs** for consumers? What is the opinion of European consumers with respect to the necessary requirements to obtain compensation in cases of defective products?
5. What is your overall assessment about the relation between costs and benefits for consumers? Are benefits achieved at a reasonable cost? Do you think overall there is a fair balance between the costs borne by the producers to cover the strict liability and the requirements on the injured party to obtain compensation?
6. Is your assessment based on any monitoring tools on consumer satisfaction on the implementation of the Directive when dealing with claims for damages related to defective products?
7. Which aspects of the Directive are more important in determining consumers’ protection? Which are less important (proof of defect, proof of damage, proof of link, attribution of liability to specific person/entity, threshold of 500 EUR, proof of private purposes, three-year-expiry period)? Which are the most efficient and inefficient?
8. What is your opinion about the application of the Directive in cases where there is not a clear distinction between private and professional use of the products?
9. What are, if any, the main difficulties for consumers in proving the defect of the product and the casual link between the defect and the damage?
10. Under what circumstances and with what type of products are there more difficulties in obtaining compensation for the damages, once proved the casual link between the product and the damage?

New Technological Developments

1. Are there cases of damages caused to consumers by products related to new technological developments (e.g. apps and other non-embedded software, interconnected devices in the context of Internet of Things, advanced robots, automated and autonomous systems)?
2. Are there specific obstacles consumers face in these cases in the context of product liability (e.g. identifying the liable subject)? What are the possible solutions to face them?
3. Are there specific difficulties related to the definition of product, producer, damage and defect provided in the Directive? Is the distinction between product and services suitable for new technological developments?
4. Are there any specificities in the different types of technological developments that impact on the application of the Directive? (i.e. apps and other non-embedded software vs interconnected devices linked to the Internet of Things vs advanced robots/ automated/autonomous systems)

Future perspectives

1. Are there any needs that are not currently addressed by the Directive? Anything specific related to new technological developments?
2. Do you have any opinions about reducing or widening the scope of the Directive for instance in terms of: explicitly including/excluding services, products in bundle with services, new technological development products, expanding the strict liability to other market operators, enlarging the concept of "defect"? And about repealing it? What would be the consequences?