



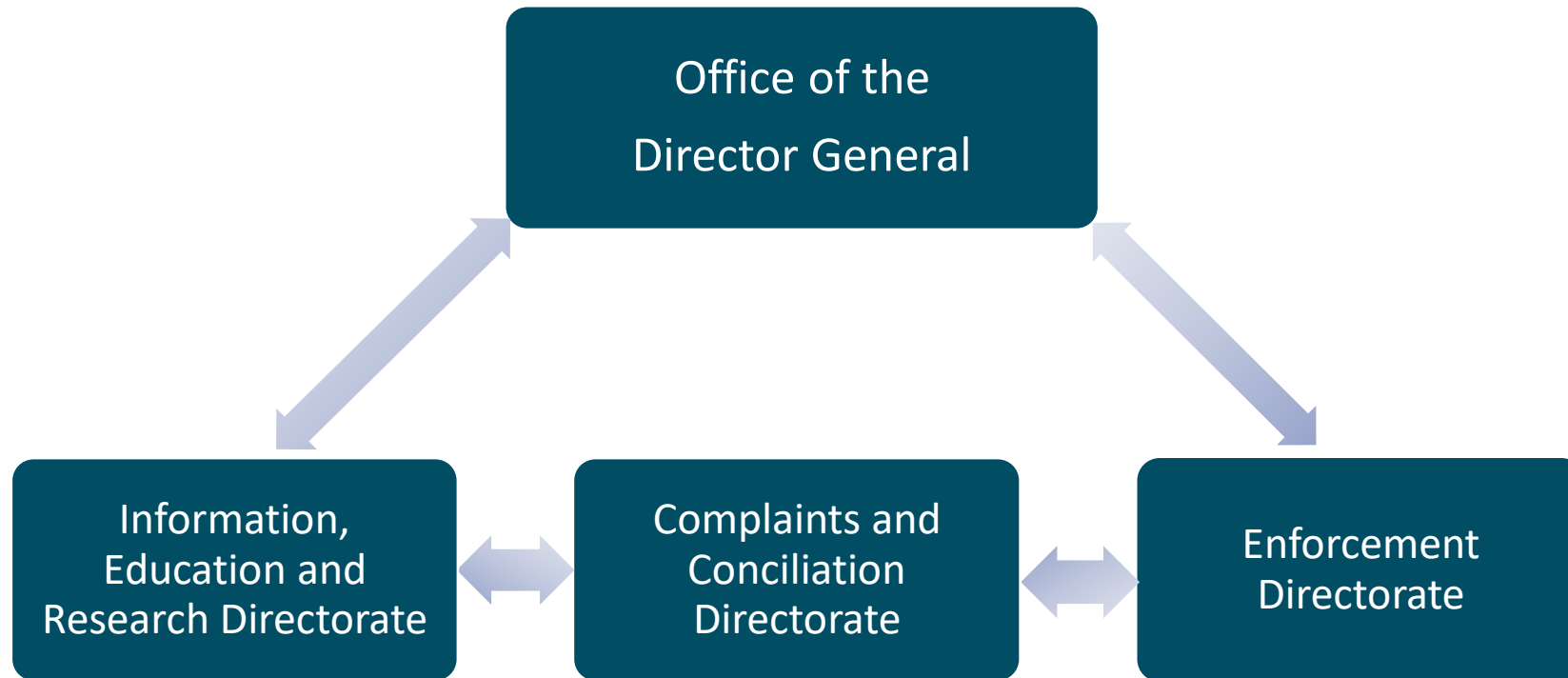
Safeguarding consumers' wellbeing in the digital age and the role of the Office for Consumer Affairs

Annual General Meeting
Association for Consumer Rights

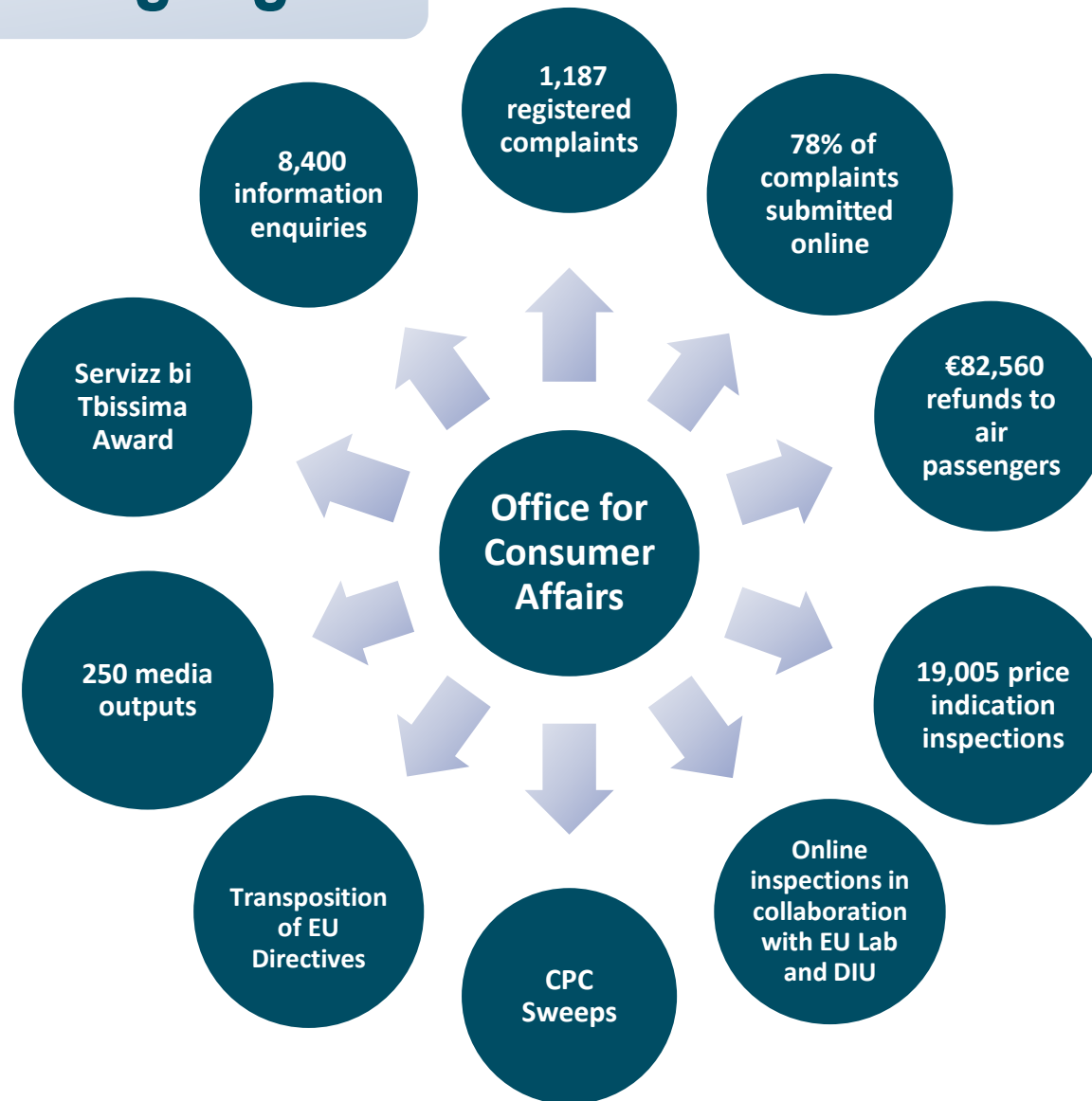
Grace Stivala
Director General – Office for Consumer Affairs

18 March 2023

Office for Consumer Affairs



2022 Performance Highlights



Sale of Goods (SDG)



and



Digital Content Directives (DCD)

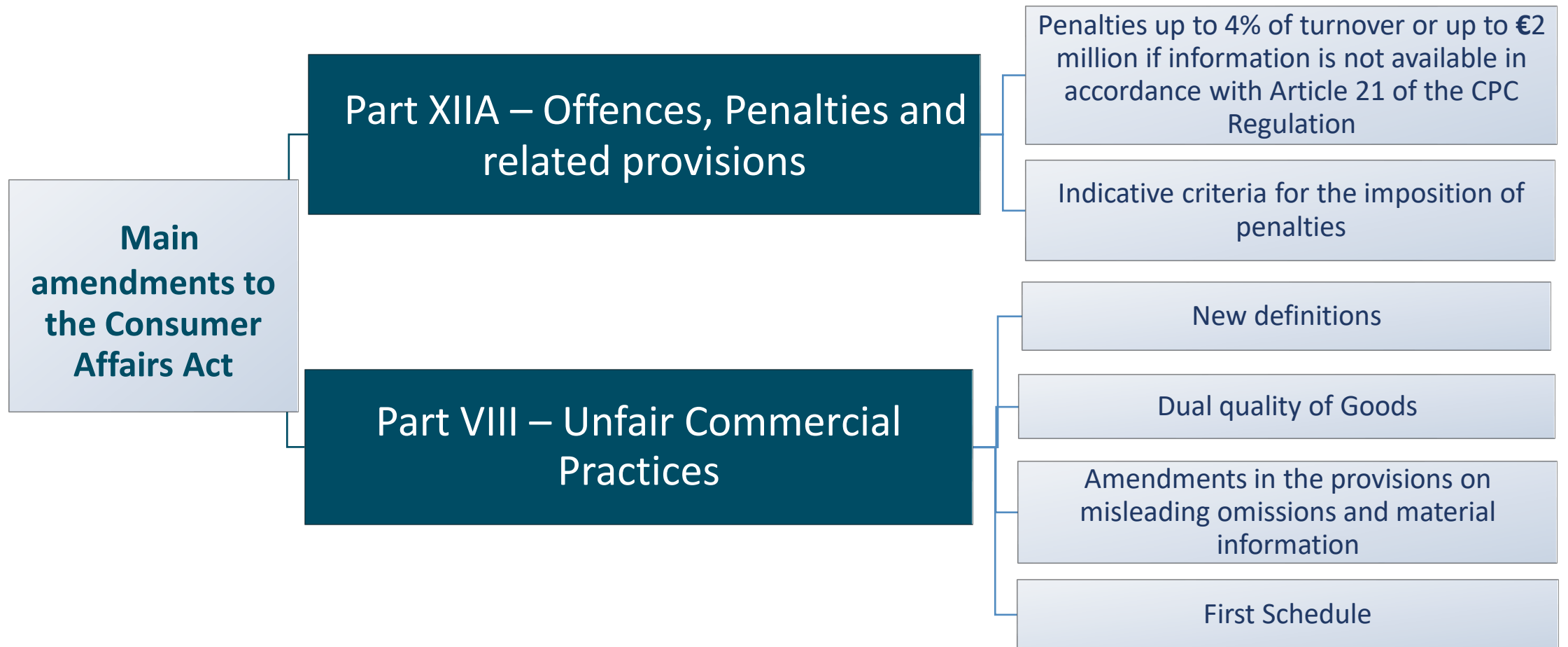
- sets common rules for sales contracts concluded between sellers and consumers (SDG & DCD)
- applies to contracts for goods, including goods with digital elements (SGD), and for the supply of digital content and digital services (DCD)
- clearer rules on conformity of goods with sales contract – subjective and objective requirements (SGD & DCD)
- liability of the trader (legal guarantee) and burden of proof (SGD & DCD)
- applicable remedies in case of lack of conformity (SGD & DCD)
- modification of digital content or a digital service (DCD)

Modernisation Directive



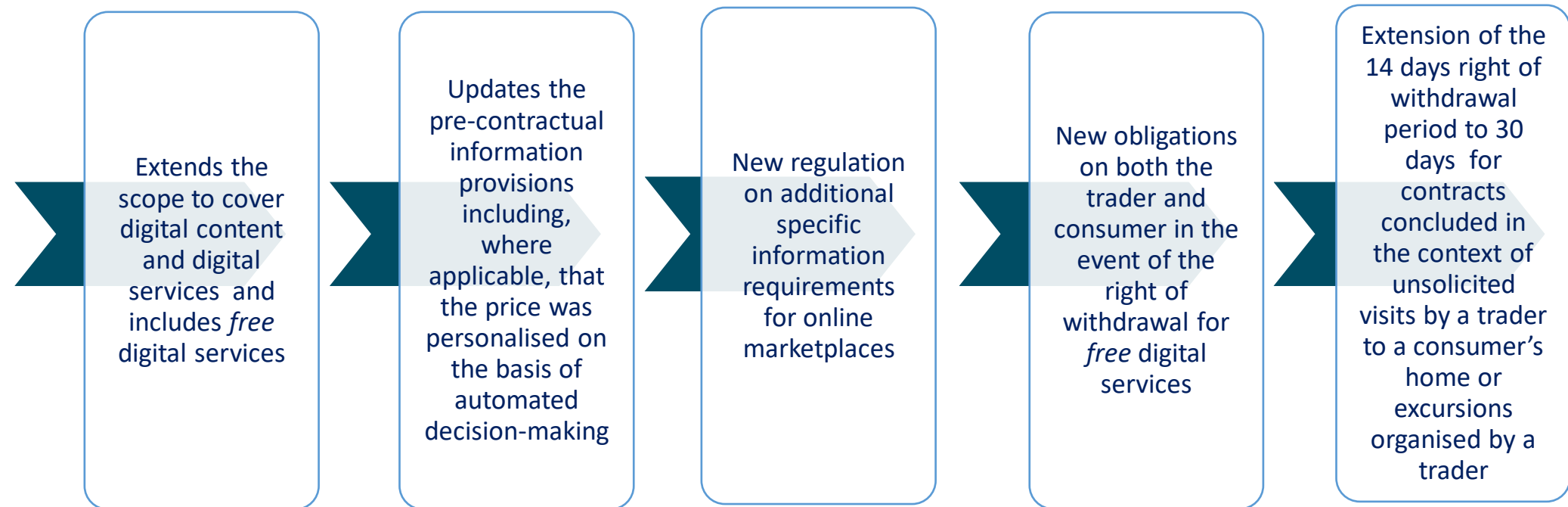
- modernises EU consumer laws in the light of new market developments
- strengthens enforcement by introducing uniform penalties for EU widespread infringements
- amends four main EU consumer protection Directives:
 - the Unfair Commercial Practices Directive
 - the Unfair Contract Terms Directive
 - the Consumer Rights Directive
 - the Price Indications Directive

Modernisation Directive – Consumer Affairs Act



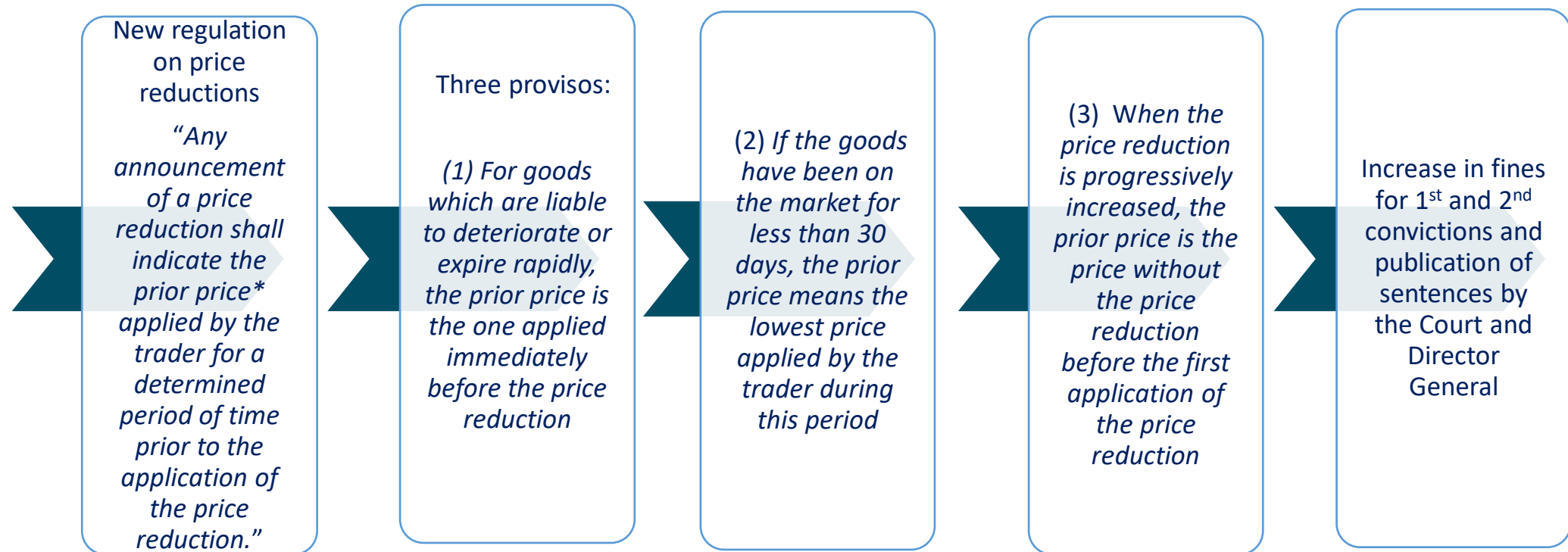
Modernisation Directive – Consumer Rights Regulations

Amendments to the Consumer Rights Regulations:



Omnibus Directive – Price Indication Regulations

Amendments to the Price Indication Regulations:



* The prior price being “the lowest price applied by the trader during a period of time not shorter than 30 days prior to the application of the price reduction”.

Thank you