

# Overview of the Commission Proposal for a “Directive of the European Parliament and of the Council on Consumer Rights“ ; Pregled Predloga Komisije o „Direktivi Evropskog Parlamenta i Saveta o pravima potrošača“

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Collection of studies and analyses  
First Regional Conference, Cavtat, 2010

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BEOGRAD, 2010.



## CONTENTS

<b>VI – MODERN TYPES OF CONTRACTS</b> .....	<b>9</b>
<i>Ana Keglević</i> MODERN CONTRACTS – REPUBLIC OF CROATIA .....	11
<i>Goran Koevski</i> MODERN CONTRACTS – REPUBLIC OF MACEDONIA .....	45
<i>Jelena Perović</i> MODERN CONTRACTS – REPUBLIC OF SERBIA .....	69
<i>Emir Salihović</i> MODERN CONTRACTS – BOSNIA AND HERZEGOVINA .....	109
<i>Aneta Spaić</i> MODERN CONTRACTS – REPUBLIC OF MONTENEGRO .....	129
<i>Asim Vokshi</i> MODERN CONTRACTS – REPUBLIC OF ALBANIA .....	139
<b>COMPARATIVE ANALYSES</b> .....	<b>317</b>
<i>Goran Koevski</i> MODERN CONTRACTS – FRANCHISING .....	319
<i>Ana Keglević</i> MODERN CONTRACTS – FRANCHISING .....	330
<i>Aneta Spaić</i> COMPARATIVE ANALYSIS OF LEGAL ISSUES IN FINANCIAL LEASING .....	336
<i>Emir Salihović</i> FINANCIAL LEASE .....	343
<i>Jelena Perović</i> MODERN CONTRACTS – FACTORING .....	351
<i>Asim Vokshi</i> SECURITIES IN RELATION TO FACTORING CONTRACTS, SUCCESSION OF CREDITS AND THE REGISTRY OF FACTORING .....	356

<b>VII – EU CONSUMER CONTRACT LAW</b> .....	<b>407</b>
<b>Introduction</b> – <i>Christa Jessel-Holst, Gale Galev</i> .....	<b>411</b>
<b>Part 1. OVERVIEW OF THE „LEGISLATIVE TECHNIQUES” OF THE RESPECTIVE STATE</b> .....	<b>413</b>
<i>Nada Dollani</i> A. ALBANIA – LEGISLATIVE TECHNIQUES .....	413
<i>Zlatan Meškić</i> B. BOSNIA AND HERZEGOVINA - LEGISLATIVE TECHNIQUES .....	417
<i>Emilia Čikara</i> C. CROATIA - LEGISLATIVE TECHNIQUES .....	423
<i>Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i> D. MACEDONIA - LEGISLATIVE TECHNIQUES .....	427
<i>Zvezdan Čađenović</i> E. MONTENEGRO - LEGISLATIVE TECHNIQUES .....	431
<i>Marija Karanikić Mirić</i> F. SERBIA - LEGISLATIVE TECHNIQUES .....	436
<b>Part 2. TRANSPOSITION OF THE INDIVIDUAL DIRECTIVES</b> .....	<b>441</b>
Coordinators: <i>Emilia Čikara, Zlatan Meškić</i> A. DOORSTEP SELLING DIRECTIVE (85/577) .....	441
Coordinators: <i>Marija Karanikić Mirić, Zvezdan Čađenović</i> B. UNFAIR TERMS DIRECTIVE (93/13) .....	458
Coordinators: <i>Nada Dollani; Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i> C. DISTANCE SELLING DIRECTIVE (97/7) .....	487
Coordinators: <i>Zlatan Meškić; Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i> D. CONSUMER SALES DIRECTIVE (99/44) .....	518
<b>Part 3. THE FUTURE OF THE CONSUMER CONTRACT LAW IN THE EUROPEAN UNION AND PARTICIPATING STATES</b> .....	<b>551</b>
<i>Emilia Čikara</i> A. OVERVIEW OF THE COMMISSION PROPOSAL FOR A “DIRECTIVE OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL ON CONSUMER RIGHTS” .....	551
<i>Zvezdan Čađenović, Emilia Čikara, Jadranka Dabović Anastasovska, Nada Dollani,     Nenad Gavrilović, Marija Karanikić-Mirić, Zlatan Meškić, Neda Zdraveva</i> B. TRANSPOSITION OF THE PROPOSED DIRECTIVE ON CONSUMER RIGHTS INTO THE NATIONAL LAWS OF THE PARTICIPATING STATES .....	557
<i>Zlatan Meškić</i> C. PRIVATE INTERNATIONAL LAW IN CONSUMER CONTRACTS .....	563
<b>Part 4. LIST OF ABBREVIATIONS AND BIBLIOGRAPHY</b> .....	<b>566</b>
Annex A: List of Abbreviations .....	566
Annex B: Bibliography .....	568
1. European Union Sources of Law .....	568
2. Case-law of the Court of Justice of the European Union .....	568
3. National Legislation by Countries .....	570
4. National Courts Practice by Countries .....	573
5. National Legal Literature .....	574



## SADRŽAJ

<b>VI – MODERNE VRSTE UGOVORA</b> .....	<b>165</b>
<i>Ana Keglević</i> SAVREMENI UGOVORI – ZA REPUBLIKU HRVATSKU .....	176
<i>Goran Koevski</i> SAVREMENI UGOVORI – ZA REPUBLIKU MAKEDONIJU .....	201
<i>Jelena Perović</i> SAVREMENI UGOVORI – ZA REPUBLIKU SRBIJU .....	224
<i>Emir Salihović</i> SAVREMENI UGOVORI – ZA BOSNU I HERCEGOVINU .....	262
<i>Aneta Spaić</i> SAVREMENI UGOVORI – ZA REPUBLIKU CRNU GORU .....	281
<i>Asim Vokshi</i> SAVREMENI UGOVORI – ZA REPUBLIKU ALBANIJU .....	291
<b>KOMPARATIVNE ANALIZE</b> .....	<b>361</b>
<i>Goran Koevski</i> SAVREMENI UGOVORI – FRANŠIZA .....	363
<i>Ana Keglević</i> SAVREMENI UGOVORI – FRANŠIZING .....	374
<i>Aneta Spaić</i> KOMPARATIVNA ANALIZA PRAVNIH PITANJA U FINANSIJSKOM LIZINGU ....	381
<i>Emir Salihović</i> FINANSIJSKI LIZING .....	388
<i>Jelena Perović</i> MODERNI UGOVORI – FAKTORING .....	396
<i>Asim Vokshi</i> OSIGURANJA U ODNOSU NA UGOVOR O FAKTORINGU, SUKCESIJA KREDITA I REGISTAR FAKTORINGA .....	401

<b>VII – POTROŠAČKO UGOVORNO PRAVO EVROPSKE UNIJE</b> .....	<b>577</b>
<b>Uvod</b> – <i>Christa Jessel-Holst, Gale Galev</i> .....	<b>581</b>
<b>Deo 1. PRIKAZ „ZAKONODAVNIH TEHNIKA” U ZEMLJAMA UČESNICAMA</b> .....	<b>583</b>
<i>Nada Dollani</i>	
A. ALBANIJA - ZAKONODAVNE TEHNIKE .....	583
<i>Zlatan Meškić</i>	
B. BOSNA I HERCEGOVINA - ZAKONODAVNE TEHNIKE .....	587
<i>Emilia Čikara</i>	
C. HRVATSKA - ZAKONODAVNE TEHNIKE .....	592
<i>Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i>	
D. MAKEDONIJA - ZAKONODAVNE TEHNIKE .....	596
<i>Zvezdan Čađenović</i>	
E. CRNA GORA - ZAKONODAVNE TEHNIKE .....	600
<i>Marija Karanikić Mirić</i>	
F. SRBIJA - ZAKONODAVNE TEHNIKE .....	606
<b>Deo 2. TRANSPONOVANJE POJEDINIH DIREKTIVA</b> .....	<b>610</b>
Koordinatori: <i>Emilia Čikara, Zlatan Meškić</i>	
A. DIREKTIVA O PRODAJI VAN POSLOVNIH PROSTORIJA (85/577) .....	610
Koordinatori: <i>Marija Karanikić Mirić, Zvezdan Čađenović</i>	
B. DIREKTIVA O NEPRAVIČNIM UGOVORNIM ODREDBAMA (93/13) .....	626
Koordinatori: <i>Nada Dollani; Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i>	
C. DIREKTIVA O PRODAJI NA DALJINU (97/7) .....	655
Koordinatori: <i>Zlatan Meškić; Jadranka Dabović Anastasovska, Neda Zdraveva, Nenad Gavrilović</i>	
D. DIREKTIVA O PRODAJI ROBE ŠIROKE POTROŠNJE (99/44) .....	685
<b>Deo 3. BUDUĆNOST POTROŠAČKOG OBLIGACIONOG PRAVA U EVROPSKOJ UNIJI I ZEMLJAMA UČESNICAMA</b> .....	<b>716</b>
<i>Emilia Čikara</i>	
A. PRIKAZ PREDLOGA KOMISIJE ZA “DIREKTIVU EVROPSKOG PARLAMENTA I SAVETA U VEZI POTROŠAČKIH PRAVA” .....	716
<i>Zvezdan Čađenović, Emilia Čikara, Jadranka Dabović Anastasovska, Nada Dollani, Nenad Gavrilović, Marija Karanikić-Mirić, Zlatan Meškić, Neda Zdraveva</i>	
B. TRANSPONOVANJE PREDLOŽENE DIREKTIVE O POTROŠAČKIM PRAVIMA U NACIONALNE ZAKONE DRŽAVA UČESNICA .....	722
<i>Zlatan Meškić</i>	
C. MEĐUNARODNO PRIVATNO PRAVO U POTROŠAČKIM UGOVORIMA .....	727
<b>Deo 4. SPISAK SKRAĆENICA I BIBLIOGRAFIJA</b> .....	<b>730</b>
Dodatak A: Spisak skraćenica .....	730
Dodatak B: Bibliografija .....	732
1. Izvori prava Evropske Unije .....	732
2. Sudska praksa Suda pravde Evropske unije .....	732
3. Nacionalno zakonodavstvo u zemljama učesnicama .....	734
4. Nacionalna sudska praksa u zemljama učesnicama .....	737
5. Nacionalna pravna literatura .....	738

**Part 3:**  
**THE FUTURE OF THE CONSUMER CONTRACT LAW IN  
THE EUROPEAN UNION AND PARTICIPATING STATES**

**A. OVERVIEW OF THE COMMISSION PROPOSAL  
FOR A “DIRECTIVE OF THE EUROPEAN PARLIAMENT  
AND OF THE COUNCIL ON CONSUMER RIGHTS“**

By *Emilia Čikara*

***I. Introduction***

On 8 October 2008, the Commission published its proposal for a “Directive of the European Parliament and of the Council on consumer rights”.<sup>363</sup> This horizontal directive, which is based on full targeted harmonization should change and unite the content of Directive 85/577, Directive 93/13, Directive 97/7 and Directive 99/44 and repeal these directives at the same time. The Proposal is justified in the explanatory memorandum by the fact that the minimum harmonization principle has led to a fragmented regulatory framework across the EU, “which causes significant compliance cost for business wishing to trade cross-border“ on the one hand and results in a low level of consumer confidence in cross-border shopping on the other.<sup>364</sup> The proposed Directive shall apply to sales and service contracts concluded between the trader and the consumer,<sup>365</sup> while financial services contracts are excluded, except for certain off-premises contracts, certain unfair contract terms and certain general provisions.<sup>366</sup>

***II. Structure***

The Proposal is divided in seven Chapters. Chapter I provides common definitions of “consumer”, “trader”, “sales contract” and 17 other definitions (Art. 2). It also regulates the principle of full harmonisation (Art. 4). Chapter II concerns the pre-contractual information duties in all sales and service contracts between a consumer and a trader. Specific information duties and right of withdrawal for distance and off-premises contracts are regulated in Chapter III (Art. 8). For off-premises contracts there is a standard withdrawal form set out in Annex I (B) of Proposal which must be included in the traders’ order form. Chapter IV contains provisions that were prescribed by Directive 99/44 and Chapter V provisions that were regulated in Directive 93/13. Chapter V is accompanied with Annex II, which contains the so

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<sup>363</sup> COM(2008) 614 final.

<sup>364</sup> *Ibid.*, 2.

<sup>365</sup> Art. 3 of the Proposal

<sup>366</sup> Art. 3 (2) of the Proposal

called “black list” of unfair contract terms, and with Annex III, which regulates contract terms which are presumed to be unfair. Chapter VI contains *inter alia* provisions on transposition of the Directive and Chapter VII final provisions.

### **III. Targeted Full Harmonization**

Pursuant to Art. 4 of the Proposal member states may not maintain or introduce, in their national law, provisions diverging from those laid down in this Directive, including more or less stringent provisions to ensure a different level of consumer protection. Although the Proposal states that the horizontal Directive is based on full targeted harmonization,<sup>367</sup> the review of the Proposal demonstrates targeting of almost all measures for full harmonization.<sup>368</sup> Unlike previous consumer protection directives, which were based on minimum harmonization principle and allowed member states adopting or maintaining more favourable provisions to protect consumers in the field which they covered, the new Directive prohibits alterations in transposition.

### **IV. Definitions**

Many of the common definitions regulated in Chapter I of the Proposal have been changed and broadened in order to cover a wide range of transactions. For instance, definitions of “sales contract”,<sup>369</sup> “service contract”,<sup>370</sup> and “distance contract” cover the majority of all consumer transactions.<sup>371</sup> Art. 2 (6) of the Proposal introduces a new and simplified definition for „distance contract” as any sales or service contract where the trader, for the conclusion of the contract, makes exclusive use of one or more means of distance communication. According to Art. 2 (8) of the Proposal an “off-premises contract” is any sales or service contract concluded away from business premises with the simultaneous physical presence of the trader and the consumer or any sales or service contract for which an offer was made by the consumer in the same circumstances. Off-premises contract exists even if the sales or service contract were concluded on business premises but negotiated away from business premises,<sup>372</sup> and the business premises include also market stalls and fair stands where the trader carries on his activity on a regular or temporary basis.<sup>373</sup> Art. 2 (18) of the Proposal replaces the term “guarantee” as used in the Directive 99/44 with the term “commercial guarantee”. However, the definition remained similar, except for removal of one part of definition, namely “given without extra charge”. This new formulation leads to the inclusion of guarantees which can be purchased (“extended warranties”). The notion of “consumer” has been changed and includes purposes which are outside his “craft” as well as the usual “trade,

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<sup>367</sup> COM(2008) 614 final, 4, 5.

<sup>368</sup> A general exception to the full harmonization is contained in Art. 3 (1) of the Proposal, which defines the scope of application, namely business to consumer sales and service contracts. Departure from this general rule is allowed in some other provisions which refer to member states law, for instance in Art. 6 (2) of the Proposal according to which the consequences of any breach of general information requirements (Art. 5) shall be determined in accordance with the applicable national law.

<sup>369</sup> Art. 2 (3) of the Proposal.

<sup>370</sup> Art. 2 (5) of the Proposal.

<sup>371</sup> C. Twigg-Flesner, D. Metcalfe, “The proposed Consumer Rights Directive – less haste, more thought?”, *European Review of Contract Law* 2009, <http://ssrn.com/abstract=1345783>, last visited 19.2.2010, 2.

<sup>372</sup> Art. 2 (8) of the Proposal.

<sup>373</sup> Art. 2 (9) of the Proposal.

business or profession” in the current consumer protection directives.<sup>374</sup> The Proposal uses the term “trader” and replaces all different terms used in current directives, such as “supplier”, “seller”, “trader” and “seller or supplier”. “Trader” is defined as a natural or legal person who is “acting for purposes relating to his trade, business, craft or profession”, with the added reference to “anyone acting in the name of or on behalf of a trader”.<sup>375</sup>

#### ***V. Information duties***

Consumer information is dealt with in Chapter II (Art. 5 to 7 of the Proposal). Art. 5 (1) of the Proposal prescribes the general information requirements for the trader, except if they are already apparent from the context. This information concerns e.g. the main characteristics of the product, address and the identity of the trader, price and arrangements for payment, delivery, performance etc., and once provided they become part of the contract.<sup>376</sup> Art. 7 of the Proposal regulates specific information requirements for intermediaries. Alongside the general information duties in Chapter II, Chapter III regulates in its Art. 9 certain special information requirements for distance and off-premises contracts, like information on arrangements for payment, delivery and performance, on conditions and procedures for exercising the right of withdrawal, on address of the place of business of the trader to which the consumer can address complaints etc. With respect to off-premises contracts, this information shall be given in the order form (Art. 10 of the Proposal) while with respect to distance contracts, it shall be given or made available to the consumer prior to the conclusion of the contract (Art. 11 of the Proposal).

#### ***VI. Right of withdrawal***

Art. 12 to 19 of the Proposal regulate the right of withdrawal for distance and off-premises contracts. Unlike the seven day period prescribed in the current directives, the withdrawal period is extended to fourteen days. With respect to off-premises contracts the withdrawal period begins once the consumer has signed the order form or, in appropriate circumstances, has received a copy thereof on another durable medium, and for distance contracts it begins once the consumer has acquired the material possession of the goods, or in case of provision of services from the day of the conclusion of the contract.<sup>377</sup> However, if the trader has not provided the consumer with the information on the right of withdrawal, the withdrawal period expires three months after the trader has fully performed his other contractual obligations.<sup>378</sup> When exercising his right of withdrawal the consumer should “inform the trader of his decision to withdraw on a durable medium”, either in his own words, or using the standard withdrawal form as set out in Annex I (B).<sup>379</sup> No other formal requirements can be added to the standard withdrawal form. With regard to distance contracts concluded on the Internet, the trader may in addition allow the consumer to electronically fill in and submit the standard withdrawal form on the trader’s website in which case the trader shall communicate to the consumer an acknowledgement of receipt of such a withdrawal. The exercise of the

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<sup>374</sup> Art. 2 (1) of the Proposal.

<sup>375</sup> Art. 2 (2) of the Proposal.

<sup>376</sup> Art. 5 (3) of the Proposal.

<sup>377</sup> Art. 12 (2) of the Proposal.

<sup>378</sup> Art. 13 of the Proposal.

<sup>379</sup> Art. 14 of the Proposal.

right of withdrawal shall have the effect of terminating the obligations of the parties.<sup>380</sup> Upon withdrawal, the trader must reimburse any payment received from the consumer within thirty days, but may wait until the consumer returns the goods.<sup>381</sup> In case of withdrawal the consumer is obliged to return goods to the trader within fourteen days from the day on which he communicated his withdrawal, unless the trader offers to collect them. The consumer can only be charged for the direct cost of returning the goods and can only be liable for any diminished value of the goods resulting from the handling other than what is necessary to ascertain the nature and functioning of the goods. If the trader has not properly informed the consumer on his right to withdrawal, the consumer shall not be liable at all. The consumer shall bear no cost for services performed, in full or in part, during the withdrawal period where the contract was subject to a right of withdrawal.<sup>382</sup> A number of exceptions from the right of withdrawal are regulated in Art. 19 of the Proposal and can be divided into exceptions regarding distance contracts (Art. 19 (1))<sup>383</sup> and exceptions regarding off-premises contracts (Art. 19 (2)). Art. 20 of the Proposal excludes the application of whole Chapter III with respect to certain distance and off-premises contracts.

### ***VII. Sales contracts***

Chapter IV regulates other consumer rights specific to sales contracts and encompasses, with important modifications, the provisions contained in Directive 99/44. While most significant provisions on conformity, on sellers' strict liability for non-conformity, on criteria for the assessment of non-conformity, on remedies and on commercial guarantees have been taken over, certain new provisions have been introduced.<sup>384</sup> According to Art. 21 of the Proposal this Chapter applies to sales contracts, whereby in case of mixed-purpose contracts for goods and services, this Chapter only applies to the goods. It also applies to contracts for the supply of goods to be manufactured or produced. However, it does not apply to spare parts replaced by the trader when remedying the lack of conformity of the goods by repair under Art. 26 of the Proposal. Also, member states may decide not to apply provisions of this Chapter to the sale of second-hand goods at public auctions. The Proposal introduces new provisions on delivery and the passing of risk in Articles 22 and 23. The trader delivers goods by transferring the material possession to the consumer or to a third party other than the carrier and indicated by the consumer, within maximum thirty days from the conclusion of the contract.<sup>385</sup> Where the trader fails to fulfil his obligations to deliver, the consumer is entitled to a refund of any sums paid within seven days from the delivery date.<sup>386</sup> According to Art. 23 (1) of the Proposal "the risk of loss of or damage to the goods shall pass to the consumer when he or a third party, other than the carrier and indicated by the consumer has acquired material possession of the goods". If the consumer or a third party, other than the carrier and indicated by the consumer has failed to take reasonable steps in taking the material possession of

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<sup>380</sup> Art. 15 of the Proposal.

<sup>381</sup> Art. 16 of the Proposal.

<sup>382</sup> Art. 17 of the Proposal.

<sup>383</sup> E.g. according to Art.19 (1) lit. a) of the Proposal where service provision commences during the withdrawal period with the consumer's consent, no right of withdrawal exists.

<sup>384</sup> H.-W. Micklitz, N. Reich, "Crónica de una muerte anunciada: The Commission proposal for a „directive on consumer rights"", *Common Market Law Review*, 46/2009, 501.

<sup>385</sup> Art. 22 (1) of the Proposal.

<sup>386</sup> Art. 22 (2) of the Proposal.

the goods, the risk shall pass to the consumer at the time of delivery as agreed by the parties.<sup>387</sup> Another novelty represents the different approach of the Proposal with regard to the consumer's remedies in case of a lack of conformity. Although the list of remedies remains essentially the same and includes repair or replacement, reduction in price and rescission, Art. 26 (2) of Proposal gives the "trader" the right to choose between repair and replacement. The consumer may choose remedies only under the limited conditions in Art. 26 (3) and (4) of the Proposal.<sup>388</sup> If the trader has proved that remedying the lack of conformity by repair or replacement is unlawful, impossible or disproportionate, the consumer may choose between price reduction and rescission of contract.<sup>389</sup> However, the consumer may only rescind the contract if the lack of conformity is not minor. Unlike Directive 99/44, the Proposal expressly regulates in its Art. 27 (2) that the consumer may claim damages for any loss not remedied in accordance with Art. 26 on the other remedies. An important change concerns time limits, where new Art. 28 (4) of the Proposal imposes a duty of the consumer to notify the trader of the lack of conformity within two months of detection.

### **VIII. Contract terms**

Chapter V of the Proposal incorporates the provisions contained in Directive 93/13.<sup>390</sup> According to Art. 30 (1) of the Proposal, Chapter V applies to contract terms drafted in advance by the trader or a third party, which the consumer agreed to without having the possibility of influencing their content, especially standard form contracts. If the consumer had the possibility of influencing some of the terms, Chapter V still applies to other contract terms which form part of the contract.<sup>391</sup> Art. 31 of the Proposal introduces new transparency requirements, under which contract terms must *inter alia* be "made available to the consumer in a manner which gives him a real opportunity of becoming acquainted with them before the conclusion of the contract".<sup>392</sup> Also, the trader needs consent of the consumer regarding any payment in addition to the remuneration foreseen for the trader's main contractual obligation. If the trader uses default options by requiring the consumer to reject in order to avoid the additional payment, the consumer is entitled to reimbursement of this payment.<sup>393</sup> Exclusions previously contained in Art. 4 (2) of the Directive 93/13 are now regulated in Art. 32 (3) of the Proposal, which excludes the main subject matter of the contract and the adequacy of the remuneration from the control of fairness. Under Art. 37 of the Proposal the consumer will not be bound by contract terms which are unfair, whereby contract terms, as set out in the „black list“ in Annex II, are considered unfair in all circumstances (Art. 34) and contract terms, as set out in the „grey list“ in Annex III, are considered unfair, unless the trader has proved that such contract terms are fair (Art. 35). The list in Annex III of the Proposal is very similar to the list in the Annex to the Directive 93/13. However, there are few minor changes and several of the terms previously presumed to be unfair entered the "black-list" in Annex II of the Proposal.

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<sup>387</sup> Art. 23 (2) of the Proposal.

<sup>388</sup> Art. 3 (5) of the Directive 99/44 has been replaced with Art. 26 (4) of the Proposal, according to which the consumer may resort to any remedy available under para. 1, where one of the special situations exists, e.g. when the trader has failed to remedy the lack of conformity within a reasonable time.

<sup>389</sup> Art. 26 (3) of the Proposal.

<sup>390</sup> Arts. 30 to 39 of the Proposal.

<sup>391</sup> Art. 30 (2) of the Proposal.

<sup>392</sup> Art. 31 (2) of the Proposal.

<sup>393</sup> Art. 31 (3) of the Proposal.

## ***IX. Conclusions***

The Commission Proposal for a Directive on consumer rights represents an important piece of legislation, which tries to develop a coherent set of rules in European consumer contract law. The introduction of unified common definitions, rules on information duties and of central regulation of right of withdrawal for distance and off-premises contracts should affect the current regulatory fragmentation in this field and thus contribute to legal certainty of consumers. However, with the exception of these improvements and certain additional rules, the Proposal largely replicates the content of the current consumer protection directives. The major difference represents the shift from the minimum to full harmonisation principle. The application of this principle will mean the achievement of comparably higher level of consumer protection on the one hand, and the reduction of the existing level of consumer protection in individual states on the other. While full harmonization is suitable for provisions on withdrawal and on specific information duties, it is not appropriate for provisions on remedies in sales contracts and provisions on black and grey list of unfair contract terms. In conclusion, although the Proposal should be improved and revised by the European legislator, it undoubtedly represents a good starting point for a discussion on the future of coherent European consumer contract law.<sup>394</sup>

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<sup>394</sup> This discussion was recently continued by publication of Green Paper from the Commission on policy options for progress towards a European Contract Law for consumers and businesses, COM(2010) published on 1 July 2010. The purpose of this Green Paper is to set out the options on how to strengthen the EU internal market by making progress in the area of European Contract Law, and launch a public consultation to gather orientations and views from relevant stakeholders. To this purpose the Commission has set up an Expert Group to study the feasibility of a user-friendly instrument of European Contract Law and which will assist the Commission in selecting certain parts of the Draft Common Frame of Reference (DCFR) which are directly or indirectly related to contract law. This instrument could range from non-binding to binding, depending on offered options, where Option 1. ends with mere publication of the results of the Expert Group, Option 2. foresees the adoption of an official „toolbox“ for the EU legislator, Option 3. is based on attachment of the instrument of European Contract Law to a Commission Recommendation addressed to the Member States and Option 4. foresees adoption of a Regulation setting up an optional instrument of European Contract Law in each Member State. Furthermore, Option 5. recommends the adoption of Directive on European Contract Law, which would harmonize national contract law on the basis of minimum common standards. On the contrary Option 6. foresees the adoption of Regulation establishing a European Contract Law, while Option 7. suggests the adoption of Regulation establishing a European Civil Code. Depending on the results of the consultation, that will run from 1.7.2010 to 31.1.2011 the Commission could propose further action by 2012.