

**IF A CONSUMER BUYS
A DANGEROUS PRODUCT,
THEY CAN...**

- Report safety concerns and incidents to the manufacturer or responsible person using the specific channel indicated
- Request remedies from the seller:
 1. *Product replacement*
 2. *Product repair*
 3. *Reimbursement*
- File a complaint: in the commercial establishment or online

Portugal Online complaints book:
<https://www.livroreclamacoes.pt>

Spain Online: Download the official form from the website of the Regional Consumer Affairs Office corresponding to consumer place of residence

- Report dangerous products in Consumers Safety Gateway
webgate.ec.europa.eu/consumer-safety-gateway

**IN CASE PRODUCTS ARE RECALLED
BY THE MANUFACTURER, VOLUNTARY
OR ORDERED BY AN AUTHORITY,
THE CONSUMER HAS IMMEDIATELY
THE RIGHT TO REMEDIES**
(at least two options from the ones presented)

- Resort to legal mechanisms

**Extrajudicial
mechanisms for
consumer disputes**

easier, faster, less
expensive out-of-court
solutions

ADR/ALTERNATIVE DISPUTE
RESOLUTION NATIONAL BODIES

For disputes with national
sellers

Impartial dispute
resolution entity

ECC/EUROPEAN
CONSUMERS CENTRES
(ONE IN EACH COUNTRY)

For disputes with other EU
and Norway, Iceland,
Liechtenstein sellers

Bring the consumer and
the trader together to help
find a solution

<p>Judicial mechanisms (no need of a lawyer)</p> <p>European e-Justice Portal webgate.ec.europa.eu/e-justice/</p> <p>Forms in all languages</p>	<p>EU SMALL CLAIMS PROCEDURE</p> <p>Make a claim asking for reimbursement directly to a court</p> <p>Claim against a person, organisation or business based in another EU country for a maximum value of €5,000</p>	<p>Written Procedure</p> <p>Claim to be sent to a competent court (in consumer or trader country)</p> <p>Applicable to products (or services) bought in another EU country</p>
	<p>EU PAYMENT ORDER</p> <p>Recover monetary credits resulted from claims settled in court and uncontested</p>	

<p>Judicial mechanisms (legal support needed)</p> <p>By a lawyer or Consumer Organization</p>	<p>FORMAL COURT PROCEDURE</p> <p>Consumers still have the right to bring a case before a court at a later stage</p>	<p>A lawyer is needed to advise, defend, and represent consumers in court</p> <p>If a consumer can't pay for formal legal action, they are entitled to legal aid (specific form in e-justice)</p>
	<p>REPRESENTATIVE COLETIVE ACTIONS</p>	<p>Several consumers harmed by the same product or service</p> <p>Conducted by designated qualified entities in name of consumers</p> <p>Applied to national or cross-border</p>



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