

Consumer Rights In Portugal

By Steve Robinson

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It's sometimes said that Portugal is somewhat backward when it comes to consumer rights but that is completely untrue & the truth is such rights are more than reasonably robust & you have the right to expect a good level of service or product & a good example of that is the 'Livro Reclamacoes' book aka the complaints book and every business (of any kind) by law has to have a hard copy of this on their premises at all times & you are free to ask for it any time you wish. If they refuse to give it to you then you have the right to call the GNR.

This book can be completed in either Portuguese or English & when you have completed the complaint then you can take a copy away with you & the manager is legally bound to send it to the relevant authority within 10 days and if you prefer to avoid personal confrontation then there is an online version here: <https://www.livroreclamacoes.pt/inicio>

The investigating authority will then write to you when they have completed their investigation & if your complaint is upheld then you can take it further either in the Portuguese equivalent of the small claims court or elsewhere but I do have to add the judicial system here works at glacial speeds so sometimes other routes such as giving the offending company a hard time on their FB page & other social media platforms might achieve a faster result but be warned that you need to be VERY careful with regard to libel laws etc. As a general rule of thumb if you do take this route & remain polite, truthful & persistent it is very often extremely successful & much faster.

As each & every complaint is going to be unique in it's own ways from everything from customer to product to service to contract there is no point in me trying to cover all of them so I think it best I give you the basic links & you then do your own research to find out which of the links below are most appropriate to your own particular circumstance but before you start, I should perhaps remind you that a contract is called a contract for very good reason so don't expect to be able to get out of such just because you've decided it no longer suits you to be tied to it because that simply won't happen as whilst you do indeed have rights in this regard, so does the other person or entity on the other side of the contract.

Oh & if you do need to engage a lawyer to help you make a claim, there are several listed in the Trade & Business Directory which is also in the files section of this group.

<https://www.livroreclamacoes.pt/inicio>

<https://www.asae.gov.pt/queixas-e-denuncias.aspx?fbclid=IwAR36H-lzFZzmLqZtrCXfU6O21dAm6vSF7Wp7DSrd4d5TedqCwAxnlY1-aQ>

https://ec.europa.eu/info/sites/info/files/national-consumer-organisations_pt_listing.pdf

https://europa.eu/european-union/life/consumer-rights_en

<https://renatodias-lawyer.com/consumer-law-in-portugal/>

<https://www.consumersinternational.org/members/members/the-portuguese-association-for-consumer-protection-deco/>

https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/european-small-claims-procedure/index_en.htm

https://e-justice.europa.eu/content_small_claims-42-pt-en.do?member=1

https://europa.eu/youreurope/citizens/consumers/shopping/guarantees-returns/portugal/index_en.htm