



Consumer rights when complaining about defective products

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Main information

In the case of purchasing a defective product, the consumer can file a complaint. In addition to issuing a complaint, the consumer is also entitled to other remedies (e.g. damages). The entrepreneur also has a number of obligations towards the consumer, both before the conclusion of the contract and after its conclusion.

Consumer rights in relation to complaints about defective products

The consumer, as a person who does not act in the course of his business, has certain specific rights. In the case of a defective product, the consumer can file a complaint and in connection with this he has the following rights arising from the defective performance: the right to exchange the item, the removal of the defect by repairing the item, a reasonable discount on the purchase price and the right to withdraw from the contract.

Obligations of the entrepreneur in relation to the consumer

warranty period, the entrepreneur is obliged to accept and handle consumer complaints. Furthermore, the entrepreneur has other obligations in relation to the consumer (e.g. to compensate for the damage caused).

Remedies

The consumer has various means of redress. In addition to a complaint or claim for damages, the consumer may file a complaint with the supervisory authority, and if the entrepreneur's actions in connection with defective products fulfill the essence of the offense, the entrepreneur will be fined. Furthermore, the consumer has the opportunity to turn to the subject of out-of-court dispute resolution if he fails to resolve the dispute directly with the entrepreneur.

You can find more information in the [Consumer Guide](#) prepared by the Czech Trade Inspection Authority.

Additional information

Reference to legal acts

Act No. 634/1992 Coll., On consumer protection, as amended

Act No. 89/2012 Coll., Civil Code, as amended

Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees

Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council

2006/2004 and Directive 2009/22/EC (Directive on consumer ADR)

Directive (EU) 2019/771 of the European Parliament and of the Council of 20 May 2019 on certain aspects concerning contracts for the sale of goods, amending Regulation (EU) 2017/2394 and Directive 2009/22/EC, and repealing Directive 1999/44/EC

Responsible Public Authority



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