



**CONFEUROPA**  
— CONSUMATORI —

# **GENERAL PRESENTATION**



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## WHO WE ARE

A modern, efficient, and dynamic **CONFEUROPA CONSUMATORI** "Protection of consumers and users" at the **Consumer service**.

**CONFEUROPA CONSUMATORI** has the sole purpose of protecting the rights and interests of consumers and users vis-à-vis third parties and public and private entities, manufacturers, and service providers, including by resorting to the judicial instrument, to contribute to the elimination of abuses and market distortions, social discrimination, abuse and corruption and any other activity that does not comply with the normative principles that regulate it; in this case.

**CONFEUROPA CONSUMATORI** also provides assistance, guidance, and training to consumers, whether associated or not, as well as free legal advice in the following sectors: E-commerce purchases, Food, Environment, Banking and Insurance, Housing and condominium, Conciliation, Instructions for use, Policy and Society, Economic policy, First aid, Privacy, Research, Health and wellness, School and university, Travel and Tourism, Utilities, etc



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## MISSION

**CONFEUROPA CONSUMATORI** in the field of consumer and user protection proposes:

- The control and protection of a balanced relationship between the individual use of environmental resources and rational development of society, aimed at respecting the dignity of the human person;
- The right to safety and physical and mental integrity;
- The right to the quality of products and services offered to individuals;
- The right to save energy, to health, and to a healthy environment also by enhancing and protecting the territory and the ecosystem;
- The right to receive adequate information and fair advertising;
- The right to concreteness, transparency, and fairness in contractual relations in relation to goods and services provided by third parties, manufacturers, and distributors, according to quality and efficiency standards;
- To organize conferences, seminars, training courses, and meetings on current topics of interest to consumers;
- To inform consumers and users about the legislation in force in the matter;



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## MISSION

- To also promote, in collaboration with other consumer and user associations, codes of conduct containing rules of fairness and transparency that operators must comply with in order to protect consumers, supervising compliance;
- To promote and take care of relations with regional, national and community bodies active in the sector;
- To promote and manage relations with the National Authorities for Consumer Protection;
- To promote and maintain relations with consumer and user associations;
- To promote and take care of the adaptation to regional, national and community actions, including through the establishment of European and/or Mediterranean networks and the activation of experimental projects



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## ASSISTANCE

But **CONFEUROPA CONSUMATORI** "consumer and user protection" will not only be that association that will be able to assert the citizen's rights when an expired product is found on the shelf of a supermarket or challenge an excessive fare for a taxi, CONFEUROPA CONSUMATORI will promote through media initiatives aimed at encouraging correct and qualified purchases, or will be able to propose comparative tables between various products, to indicate the optimal use of objects and services; it will also highlight all those initiatives or structures that can provide a better quality of life, etc.

**CONFEUROPA CONSUMATORI** will therefore be a point of reference for members and a place of reception for citizens who want to assert their rights, in fact, orientation assistance is free for the first contact while individual assistance provides support for the activities of the association.



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## **FUNDAMENTAL RIGHTS OF CONSUMERS**

The decree reaffirms some fundamental consumer rights already recognized by the first law:

- a) health protection;
- b) safety and quality of products and services;
- c) adequate information, right of withdrawal, and fair publicity
- d) consumer education;
- e) fairness, transparency, and fairness of contractual relations;
- f) promoting and developing free, voluntary, and democratic associations between consumers and users;
- g) providing public services according to quality and efficiency standards.



## DEFINITIONS

The Code provides numerous definitions regarding consumption rates, among the most important the following can be listed:

- A) Consumer or user: the natural person acting for purposes unrelated to any commercial or professional activity carried out; as well as the natural person to whom the commercial information is addressed;
- B) Consumer and user associations: social formations whose exclusive statutory purpose is to protect the rights and interests of consumers or users;
- C) Professional: natural or legal person acting in the exercise of his business or professional activity or an intermediary;
- D) Producer: the producer of the goods or the service provider, or his intermediary, as well as the importer of the goods or service on the territory of the European Union or any other natural or legal person who presents himself as a producer by identifying the good or service with the name, trademark or other distinctive sign;



## DEFINITIONS

E) Manufacturer of "safe product": the manufacturer of the product established in the Community and any other person who presents himself as a manufacturer by applying his name, brand, or another distinguishing mark on the product or the person who refurbishes the product; the product; the manufacturer's representative if the latter is not established in the Community or if there is no representative established in the Community, the importer of the product; other professional operators in the marketing chain to the extent that their activity may affect the safety characteristics of the products;

F) Product: any product intended for the consumer, even in the context of the provision of services, or able, under reasonably foreseeable conditions, to be used by the consumer, even if it is not intended for him, supplied, or made available for a fee or free of charge in the context of commercial activity, whether new, used or refurbished; this definition does not apply to used products, supplied as antiques or as products that need to be repaired or refurbished before use, as long as the supplier informs the person to whom the product is delivered in writing;





## DEFINITIONS

G) Safe product: any product, which, under normal or reasonably foreseeable conditions of use, including duration and, as the case may be, service, installation, and maintenance, presents no risk or only minimal risks, compatible with the use of the product and considered acceptable with respect to a high level of protection of the health and safety of the persons in operation, in particular, of the following elements:

- I. The characteristics of the product, in particular its composition, packaging, assembly methods, and, where applicable, its installation and maintenance;
- II. The effect of the product on other products, if the use of the former with the latter is reasonably foreseeable;
- III. The presentation of the product, its labelling, any warnings and instructions for its use and disposal, as well as any other indication or information relating to the product;
- IV. Categories of consumers who are at risk in using the product, especially minors and the elderly;



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## DEFINITIONS

H) Dangerous product: any product that does not correspond to the definition of a safe product;

I) Defective product: a product is defective when it does not provide the security that can be legitimately expected, taking into account all the circumstances, including:

- i. The manner in which the product was placed on the market, its presentation, its obvious characteristics, the instructions and warnings provided;
- ii. The use for which the product can reasonably be intended and the behaviors to which, in relation to it, can reasonably be expected;
- iii. The time the product was put into circulation.

A product is defective if it does not provide the safety normally provided by other units in the same series;



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## DEFINITIONS

J) Misleading advertising: any advertising that in any way, including through its presentation, is likely to mislead the natural or legal persons to whom it is addressed or to whom it reaches and which, due to its deceptive nature, may harm them; economic behavior or that, for this reason, it is suitable to prejudice a competitor;

K) Abusive clauses: clauses that, despite good faith, cause the consumer a significant imbalance of rights and obligations arising from the contract. The Code made, in this matter, clarifications compared to the previous legislation, as the express nullity of the vexatious clauses is sanctioned instead of the ineffectiveness that in the past raised doubts. and uncertainties in doctrine and jurisprudence.



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## THEMATIC AREAS

- E-commerce purchases
- Alimentation
- Environment
- Banks and insurance companies
- House and condominium
- Councils
- Instructions for use
- Politics and society
- Political economy
- First aid
- Privacy
- Research on consumers and markets
- Health and medical care
- School and university
- Travel and tourism
- Utilities



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Where to find us

**SEE OUR CONTACTS**