

AMENDMENT TO THE CONSUMER LAW

We would like to inform you that an amendment to the consumer law came into force on January 6th 2023. In practice, this means that a purchase contract concluded today is already subject to the amended consumer law. The Civil Code and the Consumer Protection Act have been amended as a result of the implementation of EU directives. The changes concern both sales to consumers in bricks-and-mortar shops and distance sales via e-shops. This comprehensive amendment redefines the requirements, in particular, for the seller's liability for defects, the quality guarantee, withdrawal from the contract, complaints, information obligations and processes on e-shops. Also very relevant is the new regulation on the publication of customer reviews and the advertising of discounts (now the original price must be the lowest price of the goods for the 30 days prior to the start of the discount).

In particular, the amendment requires revision of:

- general terms and conditions
- Complaints procedures
- descriptions, information and processes on e-shops
- pricing, including the advertising of discounts
- internal sales processes
- contracts with suppliers

If you have any questions, our experts are at your disposal. On the highly relevant topic of liability for defects and claims, we recommend our article from last year "New consumer law from January 2023. How are claims changing?" published on iDnes.cz (only in Czech language), available from this link: <https://bit.ly/3iikeXU> .

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