

BTSF

Legal framework — Phil OWEN

Contract number 2017 96 05 – New Food Investigation Techniques –
Phase II - *Course 2a: E-Commerce of food standard*

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BTSF Obligations for e-commerce retailers

- E-commerce Directive (2000/31/EC)
- Full name of business (state whether Ltd or partnership;
- Address of business at which your business is established;
- Contact details, including email address;



BTSF Obligations for e-commerce retailers

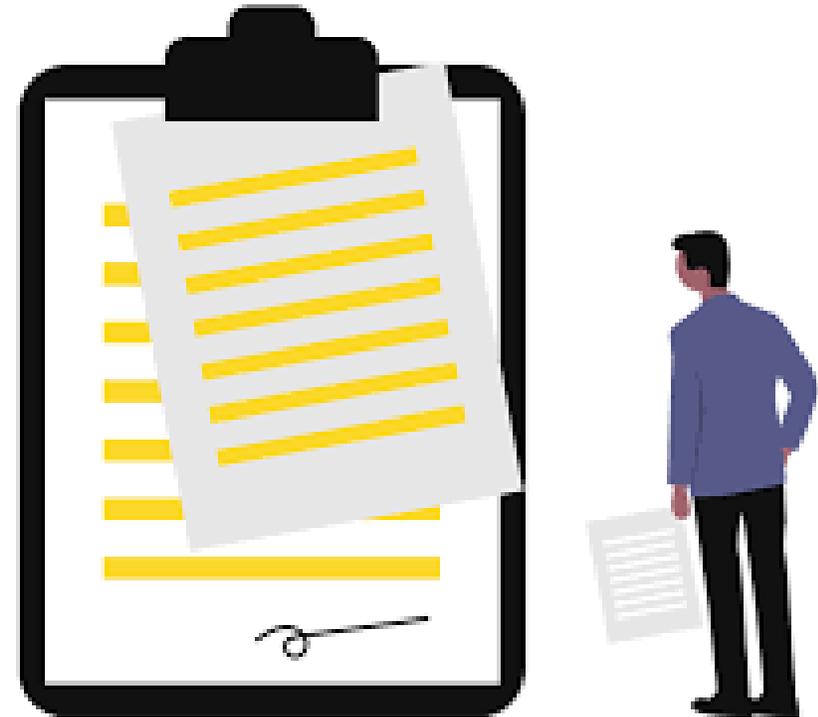


- Where prices are referred to, a clear and unambiguous indication of those prices and whether the prices include taxes and delivery costs;
- details of stages involved in the ordering process, including any costs involved in distance communication if the cost is anything other than a standard rate.
- (To be provided before the transaction is concluded)

BTSF Obligations for e-commerce retailers

Consumer Rights Directive (2011/83/EC)

- Goods to be delivered within 30 days
- The right to cancel - 14 day cooling off period (some exceptions apply)
- Delivery costs to be refunded if goods returned
- The price (including taxes)
- Contract duration
- www.businesscompanion.info/sites/default/files/e%20sale%20and%20supply%20of%20goods_CONSUMER_RIGHTS_SUMMARY_GOODS



BTSF Control Purchase

Regulation 625/2017 - Article 36

Sampling of animals and goods offered for sale by means of distance communication

1. In the case of animals and goods offered for sale by means of distance communication, samples ordered from operators by the competent authorities **without identifying themselves** may be used for the purposes of an official control.
2. Competent authorities shall take all steps to ensure that **the operators** from whom the samples are ordered in accordance with paragraph 1:
 - (a) **are informed** that such **samples have been taken** in the context of an official control and, where appropriate, are analyzed or tested for the purposes of such official control; and,
 - (b) where the samples referred to in paragraph 1 are analyzed or tested, **are entitled to exercise the right to apply for a second expert opinion provided for in Article 35(1)**.

BTSF

Thank you

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