

The Case of Miss R.

Miss R. is a lovely young lady. She is very keen to look good when she goes to work or meets her friends. That is why she picks her clothes, accessories and cosmetics carefully. Today Miss R. decided to buy herself a gift from the cosmetics shop. While she was looking at different make-up products, the shop assistant offered her a new kind of mascara which Miss R. had never used before. Back home, Miss R. was eager to put her new mascara on. She was in a good mood while putting her make-up on and went to a party. Unfortunately, only after an hour she experienced an unpleasant surprise as she felt her eyes watery and itchy. It turned out the new mascara had caused an allergic reaction. Miss R. felt very disappointed – the mascara was quite expensive and she couldn't use it any longer. There was no trace of her cheerful mood. Her eyes were itchy; she was angry with the shop assistant and mad at the producer, and besides, she didn't know if she had the right to return the mascara having unwrapped and used it.

Case study

Nick has wanted a smartphone for a long time. He's been browsing the online shops for different models and been seeking advice from friends until he finally chooses a smartphone. It's Nick's birthday soon and his Dad buys him the phone. Nick is very happy and starts using it right away. However, in a couple of days Nick realizes the phone is not so comfortable and he doesn't like it as much as before. Together with his Dad, Nick decides to return the phone but the shop refuses to take it back because it is unwrapped and Nick doesn't have the original product packaging.

Choose one of the options below which you think is the most probable:

- A) Nick's father buys him a new smartphone.
- B) Nick accepts the facts and keeps on using his smartphone even though he doesn't like it as much as before
- C) Nick and his father insist on returning the phone. They meet the shop manager and try to convince him/her.
- D) Nick's father files a written complaint at the local consumer protection office.
- E) Nick's father sees a consumer protection expert who explains that according to the European Directive on consumer rights all European citizens have equal consumer rights and have the right to return a product up to 14 days after the date of purchase.
- F) Other (please specify)