

Deposit, down payment credit note

For further information

You are asked to pay a sum of money to confirm your order. Note that depending on whether it is a down payment (acompte) or a deposit (arrhes) your rights are not the same.

You make a down payment (acompte): you can no longer pull out

A down payment is the first payment on a purchase. You are obliged to pay the remainder of the cost of the item or service ordered. Traders are within their rights to insist.

Traders may not pull out either; the goods or service ordered must be delivered. If they are not, you are within your rights to both insist on the delivery of the goods or service and ask for damages.

You pay a deposit (arrhes): you may pull out

If you withdraw from the purchase, you lose the deposit paid. If the trader does not execute or deliver, twice the amount of the deposit paid must be returned to you.

CREDIT NOTE (AVOIR)

After ordering or buying a product, you change your mind or think you have made a mistake. Traders are not obliged either to take back the product bought or to cancel the order. They may however agree to give you a credit note for the price of the product. This may have a time limit or be restricted to a particular department or counter.

If the seller is at fault (defective merchandise, late delivery, etc), you are not obliged to accept this arrangement.

- > The DGCCRF Internet site:
www.dgccrf.minefi.gouv.fr
- > **3939 « Allô, Service Public »** (€ 0.12 per minute)
Consumer information service
- > The Directorate for Competition, Consumer Affairs and Fraud Control (Direction de la Concurrence, de la Consommation et de la Répression des Fraudes) in the département
- > French National Consumer Institute (Institut national de la consommation): **www.conso.net**
- > The consumer associations in the département

This leaflet is provided for information only.

It is inevitably not exhaustive and does not replace the applicable regulations.



Direction générale de la Concurrence, de la Consommation
et de la Répression des Fraudes

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Price information



**The prices of the clothes in the window
are not displayed.**

The price on the shelf is not the same as at the till.

**At the hairdresser's, the till receipt does not list
the services received. Only the total appears.**

What do you need to know?

Price information is obligatory

The price of a product or service is essential information. It enables you to make an informed choice and to take advantage of competition.

Traders are free to set their prices; in return you must be given information about the price of the goods or services:

- before deciding to buy
- without having to ask the seller
- without having to go into the store if the product is visible from outside.

When a product is displayed on public view, its price must be both readable and visible, expressed in euros and include all taxes (TTC), whether it is inside the store or displayed in the window. The obligation to display prices protects you from any nasty surprises.

You notice a difference in the price shown on the shelf and the price at the till:

When a product is shown at two different prices it is usual practice to ask the consumer to pay the lower price (unless it is an obvious error, for example a television at €10).

If you have any doubts, before going to the till use the barcode reading terminals made available to store customers.

Marking the price of products

The price is shown either on the product or nearby on a label or a sign.

Pre-packaged products

Except in exceptional circumstances, in addition to the selling price, you should be informed about the price-per-unit measurement (price per kilo or litre, etc)

Products sold in packs

You should know the selling price, the composition of the pack and the price of each product in it, unless it is made up of identical products (yoghurts, beers).

If the products are different, you should be able to buy every product in the pack separately.

Home shopping

Whether you shop on the Internet, by teleshopping, Minitel or mail order, you must be informed about the selling price of the product and its characteristics before the home shopping contract is concluded.

Delivery fees

You should know whether the price stated for a product includes delivery or not. If delivery has to be paid for, you must be informed about the cost on an in-store notice or on any advertising matter.

Special offers: be careful!!!

Apart from during sales periods and stock clearances, the products shown on any advertising matter must be available for the whole period the offer is valid.

If the product runs out, the trader must do everything possible to procure the product for you at the stated price.

Displaying the price of services

In the customer reception area

The list of the services offered and their prices, including all taxes, must be displayed in such a way as to be clearly readable and visible.

If you ask for a quotation, it may be either free of charge or in return for payment. If it must be paid for, the cost must be displayed.

Additional charges, supplements, inclusive prices, the cost of travel should be clearly indicated.

In the window

Service providers such as hairdressers, dry cleaners, shoe repairers, bars and cafés, restaurants, estate agents, garages, home repair services must display their price list outside their premises.

A receipt: obligatory from €15.24 including taxes

It is automatically given to you after the service demanded has been completed. It may take the form of a ticket or other document. It gives the trader's details, the date, a detailed breakdown of the quantity and price of each service, the total amount to be paid including all taxes and the name of the customer.

For any service provided for less than €15.24 including all taxes, the receipt is optional but becomes obligatory if requested by the customer.