

# Consumer protection abroad Returns and Refunds regulation



Правовое регулирование возвратов товаров и оплаты за  
товары

## **The return policy in Russia (assignment 1) please record yourself commenting in English and email the recording to the teacher**

- Situation 1: 10 days ago you bought shoes at a shop in a shopping centre and you want to change them because they don't fit your size.

Will the shop change the shoes? Under what conditions?

- Situation 2: You bought tickets to a concert ( October,20) 10 months ago and now you realize that you cannot go because you are supposed to be in a business trip away from Moscow.

Will you get your money back?

- Situation 3: You ordered books online. The books were delivered to you within the term. But once you've opened the parcel, you realized that you don't want/need some of them.

Can you return the items to the internet shop?

# The return policy

- Terms and conditions under which the goods that were acquired can be returned to the seller and a customer – get a refund.
- **To return - the act of giving, putting, or sending something back**
- **To refund - to give someone an amount of money that is given back to you, especially because you are not happy with a product or service that you have bought**

# 2 kinds of returns

- Faulty (defective) goods
- Non-faulty goods



Please visit [www.quizlet.com](https://www.quizlet.com) and register

The screenshot shows the Quizlet website interface for a user named Var\_va\_ra. The browser address bar displays "quizlet.com". The user's profile is visible, including a profile picture and the name "Var\_va\_ra" with the role "учитель" (teacher) and the real name "Varvara Maslova". The interface includes a navigation menu on the left with options like "Главная", "Просмотр диаграмм", "Настройки", "Модули (2)", "Папки (0)", and "Курсы (1)". The main content area shows a list of modules, with the first one titled "Useful expressions for the email for the client" containing 10 terms, and the second one titled "Goods to be as described" containing 13 terms. A speaker icon is overlaid on the page.

## Goods to be as described

### ИЗУЧАТЬ

Карточки

Заучивание

Письмо

Правописание

Тест

### ИГРАТЬ

Подбор

Гравитация

Live

reasonable person

Щелкните по карточке снова, чтобы увидеть определение

Автор  
Var\_va\_ra УЧИТЕЛЬ

+ | Пencil | Share | Info | Bar chart | More

Words and expressions we use to describe quality of the goods

Consumer protection  
Returns and Refunds  
Правовое регулирование возврата

return policy in Russia (assignment)  
situation 1: 10 days ago you bought shoes you want to change them because the shop change the shoes? Under what conditions can you return them?

situation 2: You bought tickets to a concert but you realize that you cannot go because of a business trip away from Moscow. Can you get your money back?

situation 3: You ordered books online. Within the term, but once you've opened them you don't want/need some of them. Can you return the items to the internet shop?

return policy  
terms and conditions under which the goods are returned to the seller and a customer

return - the act of giving, putting back

refund - to give someone an amount of money back, especially because you are returning a product or service that you have bought

kinds of returns  
faulty (defective) goods  
non-faulty goods  
faulty goods are recognized as faulty

с недостатком

What goods are recognized as faulty according to RF leg.?

## Товар с недостатком - несоответствующий

- обязательным требованиям, предусмотренным законом либо в установленном им порядке,
- условиям договора (при их отсутствии или неполноте условий обычно предъявляемым требованиям),
- целям, для которых товар (работа, услуга) такого рода обычно используется,
- целям, о которых продавец (исполнитель) был поставлен в известность потребителем при заключении договора,
- образцу и (или) описанию при продаже товара по образцу и (или) по описанию;

# "If I change my mind, I can get a refund"

- In Russia?

- YES:

- Internet shop – 7 days, not used

- "Offline-retail" – 14 days if not in the List and not used



- In the UK?

- Let's see....



Please read an extract from Consumer Rights Act 2015  
and tell:

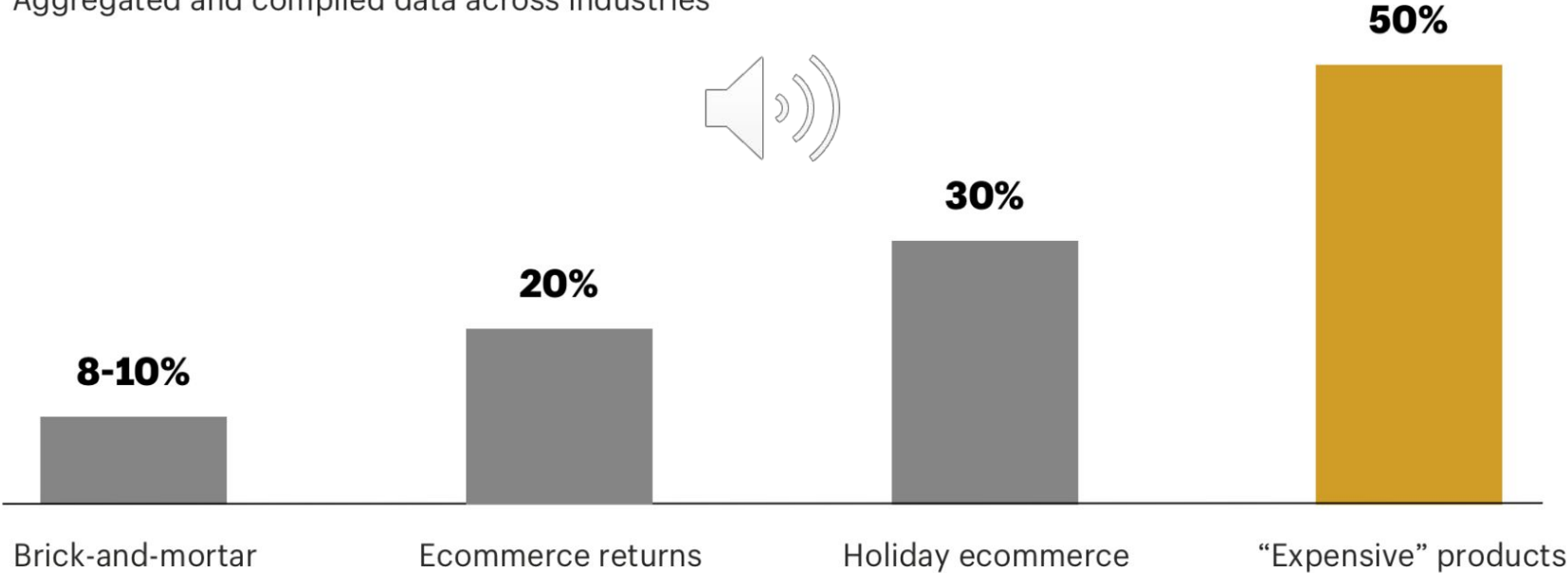
- 1) In what situations can consumer change their minds at the seller's expense? What goods are covered?
- 2) How many days do consumers have to reject?
- 3) In what period will they get their money back?
- 4) Do you think shops can get their own policies?



# Are returns good for the economy?

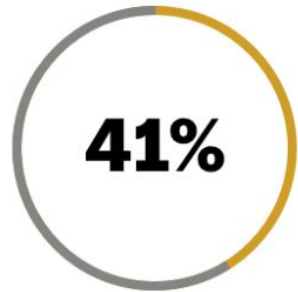
## Return rates in retail and ecommerce

Aggregated and compiled data across industries

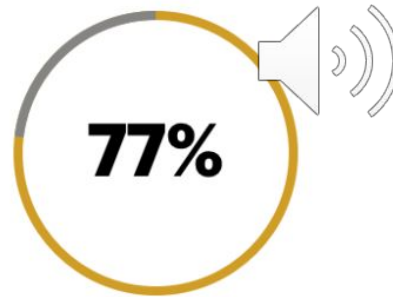


# State of ecommerce returns in 2018

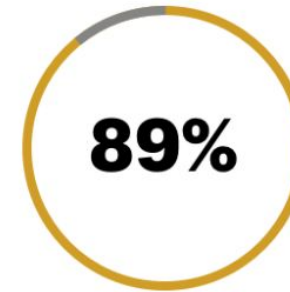
Returns are the new normal



Buy multiples with the intent  
of returning



Of returns come from  
repeat customers



Of shoppers returned in  
the last three years

# 3 types of “returners”

- **The Wardrober**

- People who buy items to wear once and who have no intention of keeping them afterward. These people may not be able to afford to own the item or are taking advantage of generous return policies.

- **The “Try It On” Consumer**



- People who order clothing online with the sole purpose of trying them on at home. These people have no intention of keeping the items they purchase.

- **The Fitting Roomer**

- People who replicate the process that occurs in brick-and-mortar stores in which consumers go to fitting rooms armed with different sizes and colors of the same item, pick their favorite after trying everything on, and return the rest.

# Top reasons for returns

Size too small: 30%

Size too large: 22%

Changed my mind: 12%

Style: 8%

Not as described: 5%





- NO statutory right to withdraw a contract and get a refund for on-premises selling. The return policy of non-faulty goods is seller's discretion only!
- Statutory right to reject faulty goods



- What about off-premises selling? What are the rules for the distant sales?

# Off-premises sales is governed by Consumer Contract regulations 2013

Please find in the extract:

- In what situations can a consumer return goods bought online?
- How long is the period for returning the goods?
- At what expense are the goods transferred back to seller?
- When is the money paid back?

# The online bookshop return policy

You client asked you to check and compare the return policy of 2 online bookshops to decide which is more reliable and client-oriented. Write your opinion using the expressions from the module in Quizlet  
[https://quizlet.com/\\_87yf9z?x=1qqt&i=2qji0b](https://quizlet.com/_87yf9z?x=1qqt&i=2qji0b)

Email it to your teacher till Sunday, March,22, 23:59

- Barnes and Nobles

- Amazon.com



**amazon**