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Need help?

Know your consumer rights
when shopping in Denmark



Who is European Consumer Centre Denmark?

European Consumer Centre Denmark is a member of the European Consumer Centres Network.

When you buy goods across borders within the EU, the European Consumer Centres Network can

- give you good advice before purchasing products or services
- inform you of your rights and obligations
- help you if problems arise after a purchase.

European Consumer Centre Denmark is funded by the European Commission and the National Consumer Agency of Denmark.

Contact information

European Consumer Centre Denmark
Amagerfaelledvej 56
2300 Copenhagen S
Monday – Friday 9-12
Telephone: +45 3266 9000
info@forbrugereuropa.dk
www.consumereurope.dk

Pricing and payment

- The Danish currency is the Danish kroner (DKK).
- Prices must be displayed on visible signs in the store or on price tags attached on the goods.
- VAT (25 %) must be included in the price.
- The methods of payment that are most commonly accepted in Denmark are cash, credit and payment cards.
- Many shops are likely to accept Euro, but they are not obliged to.
- Shops and restaurants often ask for picture ID, especially with purchases exceeding DKK 3,000.



Your rights when shopping in Denmark

- You have a right to a minimum guarantee of two years on products bought in Denmark.
- Within the first six months, any defect must be presumed to have existed at the time of delivery, unless proved otherwise.
- Be sure to keep your receipt and/or guarantee documents to prove your purchase.
- If you have bought a faulty product, you are entitled to have the product repaired or replaced for free or to get your money back within the first 2 years.
- Be aware that you do not have the legal right to return a product or to exchange it if the product is not faulty. This requires that you make a voluntary agreement with the seller in writing.

How to lodge a complaint

If there is something wrong with the product you should return it to the seller and make a complaint. It is recommendable that you file the complaint in writing to secure proof of your complaint.

If you cannot reach an amicable settlement with the seller, you can turn to the European Consumer Centres for help.

Having problems with your airline?

If you encounter problems with

- denied boarding
- cancelled flights
- flight delays of two hours or more
- delayed or lost baggage you may be entitled to compensation, financial or other according to EU-regulation.

Contact your European Consumer Centre for further information on your rights as an air passenger.



What to see and where to buy

1. Shopping on Strøget

Famous pedestrian street in the center of Copenhagen. *Strøget, 1001 København K*

2. Canal Tours

Canal tour across the harbour of Copenhagen and its old canal systems.
Gammel Strand 26, 1202 København K

3. Amalienborg Palace

Residence of the Danish Queen
- see the Changing of the Guard.
Amalienborg Slotsplads, 1257 København K

4. The Little Mermaid

The world-famous bronze statue is known from the fairy tale written by Hans Christian Andersen.
Langelinie, 2100 København Ø

5. Easy to tour

Free city bikes make touring the streets of Copenhagen by bicycle a simple pleasure.
Copenhagen City, 1160 København K

6. Tivoli

Tivoli is a unique oasis of enjoyment and entertainment in the heart of Copenhagen.
Vesterbrogade 3, 1630 København V

7. Christiansborg Palace

Home of the Danish House of Parliament.
Prins Jørgens Gård 1, 1218 København K

8. The Black Diamond

A new extension to the Royal Library and an exciting architectural pearl.
Søren Kierkegaards Plads 1, 1221 København K

9. Rosenborg Castle

Rosenborg Castle houses the crown jewels.
Øster Voldgade 4A, 1350 København K

10. Flea Market Nørrebro

An exciting flea market full of hidden treasures.
Every Saturday from 08:00 - 14:00 from May to mid October.
Nørrebrogade by Assistens Kirkegård, 2200 København N

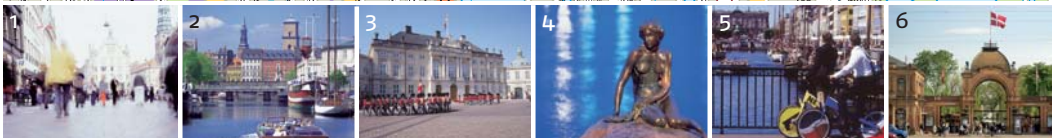
11. The Opera

The new Opera House in Copenhagen designed by Henning Larsen.
Ekvipagemestervej 10, 1438 København K

12. The Metro

The Copenhagen Metro has linked the large urban areas to the east and west with the city centre.
Kgs. Nytorv, 1050 København K

Pictures: Wonderful Copenhagen, Cees van Roeden, Klaus Bentzen, Morten Bjarnhof, Christian Alsing, Tivoli and © Edvard Eriksen/COPY-DAN Billedkunst 20060217



Tourist information

Tourist information in English can be found via the following links to official websites for tourism and travel:

- www.aok.dk
- www.visitcopenhagen.dk
- www.visitdenmark.dk

The sales

Summer sales

From the beginning of June until the end of August.

Winter sales

From the beginning of February until the end of February.
In some shops the sales start on the 27th of December.

General opening hours

Shops

Monday – Friday
10:00 – 18:00

Saturday 10:00 – 14:00

Sunday closed

Big department stores

Monday – Friday
10:00 – 20:00

Saturday 10:00 – 17:00

Sunday closed

Banks

Monday – Friday
10:00 – 16:00

Thursday 10:00 – 18:00

Saturday & Sunday closed

Post Offices

Monday – Friday
10:00 – 17:30

Saturday 10:00 – 13:00

Sunday closed

Contact the European Consumer Centre in your country

If problems arise after your return, we suggest that you contact your national European Consumer Centre. Below you will find the contact information for all the centres.



Austria
www.europakonsument.at
info@europakonsument.at



Belgium
www.eccbelgium.be
info@eccbelgium.be



Cyprus
www.agrino.org/ecc.cy
ecc.eejnet@mcit.gov.cy



Czech Republic
www.mpo.cz
esc@mpo.cz



Denmark
www.consumereurope.dk
info@forbrugereuropa.dk



Estonia
www.consumer.ee
consumer@consumer.ee



Finland
www.kuluttajavirasto.fi/ecc
ekk@kuluttajavirasto.fi



France
www.euroinfo-kehl.com
info@euroinfo-kehl.com



Germany
www.evz.de
info@evz-duesseldorf.de



Greece
www.eccefpolis.gr
euroconst_eccgr@efpolis.gr



Hungary
www.efk.hu
info@efk.hu



Iceland
www.ena.is
ns@ns.is



Ireland
www.eccdublin.ie
info@eccdublin.ie



Italy
www.ecc-net.it
info@ecc-net.it



Latvia
www.ecclatvia.lv
info@ecclatvia.lv



Lithuania
www.ecc.lt
info@ecc.lt



Luxembourg
www.cecluxembourg.lu
info@cecluxembourg.lu



Malta
www.mcmp.gov.mt
ecc.malta@gov.mt



The Netherlands
www.consumenteninformatiepunt.nl
info@consumenteninformatiepunt.nl



Norway
www.forbrukereuropa.no
info@forbrukereuropa.no



Poland
www.konsument.gov.pl
info@konsument.gov.pl



Portugal
www.consumidor.pt/cec
euroconsumo@ic.pt



Slovakia
www.economy.gov.sk
ecc@economy.gov.sk



Spain
www.cec.consumo-inc.es
cec@consumo-inc.es



Sweden
www.konsumenteuropa.se
info@konsumenteuropa.se



United Kingdom
www.euroconsumer.org.uk
euroconsumer@citizensadvice.org.uk