



Shopping in Slovenia

Dear Consumer,

In order to make your stay and shopping in Slovenia more pleasant and simple, ECC Slovenia has prepared a short guide presenting your basic consumer rights and relevant information. Should you encounter any difficulties with a Slovenian company or need any relevant information on your consumer rights while staying in Slovenia, you are welcome to contact our centre.



RELEVANT SHOPPING INFO

Currency: EUR

Payment: The most common method of payment in Slovenia are cash, debit and credit cards. Most stores accept credit cards (AMERICAN EXPRESS, DINERS, MASTER CARD - EUROCARD, and VISA) and MAESTRO debit cards. All ATM machines accept MAESTRO debit cards. You do not need to show your ID when paying with your credit card.

Pricing: Prices have to be evident, easily recognisable, legible and visible to the consumer. They can be in the form of price tags (either on the product or on the shelf) or price list and also have to indicate costs per unit clearly. Value added tax (VAT) and all other costs have to be included in the price.

The seller must issue a receipt to the consumer upon each sales transaction.

Tax: Most goods and services in Slovenia are subject to a 20% value added tax – VAT (“davek na dodano vrednost – DDV”). Certain goods (especially cultural and food products) are subject to a VAT charge in the amount of 8,5 %.

OPENING TIMES

Shopping centres:

Monday – Friday	09:00 – 21:00
Saturday	08:00 – 20:00/21:00
Sunday	09:00 – 15:00
Holidays	closed

Other stores:

Monday – Friday	08:00 – 19:00
Saturday	08:00 – 13:00
Sundays and holidays	closed

In larger towns there are certain gas stations with 24/7 (opened non-stop) shops. Food (hot-dogs, burgers, etc.) can also be bought at certain 24/7 (opened non-stop) take-aways.

Banks:

Monday - Friday	08:00 – 12:30; 14:00 – 17:00/18:00
Saturdays and Sundays	closed

Post offices:

Monday - Friday	08:00 – 18:00/19:00
Saturdays	08:00 – 12:00/13:00 (units in bigger towns or touristic destinations)
Sundays and holidays	closed

HOLIDAYS

January 1 and 2	New Year's
February 8	Prešeren Day, Slovene cultural day
	Easter Sunday and Monday
April 27	Day of Uprising against the Occupation
May 1 and 2	May Day Holiday
June 25	Slovenia Day
August 15	Feast of the Assumption
October 31	Reformation Day
November 1	All Saint's Day
December 25	Christmas
December 26	Independence and Unity Day

SEASON SALES FOR CLOTHING AND FOOTWEAR ("RAZPRODAJA"):

The dates of sales periods for winter sales are as follows – on the first working Monday in January; summer sales – on the second working Monday in July. Season sales can last no longer than 2 weeks.

During the sales period the consumer has the same rights as normally with regard to defects and non-conformance.

In the shop, the distinction between reduced and non-reduced items must be made clearly visible to the consumer.

In any case, always be careful when buying goods during sales and inspect them thoroughly!



YOUR RIGHTS

1. DEFECTIVE OR FAULTY PRODUCTS

If you encounter a problem concerning a purchase you made in a shop in Slovenia, **Slovenian law generally applies**. There are several remedies available in case of a problem.

a) Legal warranty

When a product is not what you've ordered or is defective, you can return it to **the seller** within 2 years from delivery of the product. In such case **you can choose** amongst the following options:

- Repair of the product;
- Exchange of the product for a new one;
- A partial refund (while keeping the product);
- A full refund.

The product is defective, if:

- It is unfit for normal use or
- It is unfit for its intended use if you told the seller about the intended use at the time of buying the product.

The defect must exist **at the moment of sale**. In case it appears within 6 months from the date you bought the product, the seller is obliged to prove that it was in perfect condition at the moment of sale. If the defect appears later, you have to prove that the product was defective when you bought it.

What to do if you have bought a defective or faulty product?

You have to **notify** the seller about the defect within 2 months once you have noticed it. The seller is obliged to either fulfil your requirement or at least respond to your claim in writing within 8 days from receipt of your claim. All the costs related to the repair, exchange of the defective product or refund (shipping fees etc.) shall be borne by the seller. When enforcing your legal warranty rights, you will need to show a valid invoice.

b) Commercial guarantee

Unlike EU legislation, **Slovenian law provides that commercial guarantee is obligatory** for certain products. Therefore, the producer must give you a commercial guarantee for certain technical products (such as cars, audio-video machines, computers, electrical domestic appliances etc.). If you are unsure of whether the producer has to give you a guarantee for a product you bought or not, you can contact our centre for further information.

The guarantee period must not be shorter than 1 year, counting from the day you were delivered the product (except for second-hand cars). Within this period you have the right to demand free repair in case the product or its parts do not work properly.

What to do if your product stops working properly?

In one year after the purchase was made you can go to **the producer, or the authorized repair shop, or the importer or to the seller** and demand free repair. Always demand a dated receipt when you have submitted the product for repair.

If they do not repair your product within 45 days, you are entitled to demand a **new product**. In case a new product is not available, they have to fully reimburse you. In any case, when enforcing your commercial guarantee rights, all related costs (e.g. shipping costs) shall be borne by the producer.

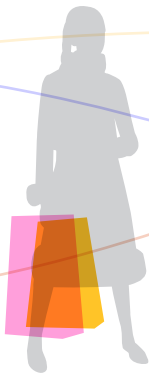
c) Faulty product

When a faulty product is offered for sale, it has to be **explicitly marked** as such. When you buy such a product, the seller is not responsible for the faults that were explicitly made clear to you before the purchase. If you buy a faulty product without being cautioned thereof, you **still have your legal warranty rights** (see above).

2. NON DEFECTIVE PRODUCTS

If the product you bought is in perfect condition, the seller is not obliged to exchange it in case you changed your mind. However, many sellers offer this possibility within 8 days from the sale. In such case, you will need to present the respective invoice.

Some sellers also give additional guarantees: e.g. "if you are not fully satisfied with your product, you are entitled to return it and claim a refund". When making a claim, always refer to the general conditions of the sales contract, or inquire in-store. If the trader has mentioned anything concerning exchanges or refunds in his advertisements (either in-store or on the invoice or any on other material), they are obliged to respect this.



INFORMATION AND ADVICE FOR CONSUMERS

If you, as **a consumer from another EU member state**, encounter any difficulties with a Slovenian trader, and need any relevant information on your consumer rights in Slovenia, you are welcome to contact the **European Consumer Centre Slovenia** (ECC Slovenia). If you have already returned to your country, contact the European Consumer Centre in your country.

European Consumer Centres operate throughout the EU, in Norway and Iceland and are part of the European Consumer Centres Network (**ECC-Net**). ECC-Net will **assist you free of charge** with information and advice on your consumer rights. It will also help you with assistance in communication with the trader and assistance in trying to find an appropriate solution with the trader.

OTHER USEFUL INFORMATION

1. TRANSPORT

Train: All the information on prices and discounted tickets is also available in English at the Slovenian Railways website: <http://www.slo-zeleznice.si/en/>.

Bus: Bus transport is arranged locally – by individual regions. Timetables can be found on the Ljubljana main bus station website: <http://www.ap-ljubljana.si>

Flights: There are two main airports in Slovenia:

- Ljubljana airport (Jože Pučnik airport, also called Brnik airport): <http://www.lju-airport.si>
- Maribor airport: <http://www.maribor-airport.si>

There is one flight carrier – Adria Airways (<http://www.adria.si>). Information on air passengers' rights can also be found on their website (look for Passenger Guide on the top of the website).

Car: General traffic rules can be found in English on the Slovenian Police website: <http://www.policija.si> (the information is also available in German and Italian under Prevention).

Information on traffic, motorways and tolls can be found in English at the Slovenian Motorway Company (DARS) website: <http://www.dars.si>

Taxi: A list of taxis can be found at the Official Travel Guide of the Slovenian Tourist Board: <http://www.slovenia.info>

2. TOURISM AND ACCOMODATION

Tourist information:

A great variety of tourist information about Slovenia with links to the tourist information centres, an accomodation database, an interactive tourist guide with information on accomodation, thematic trails, active holidays, natural, cultural and historical attractions, events, advice on Slovenian cuisine and wine and much more can be found on the **Slovenian Tourist Board** website: **<http://www.slovenia.info>** (also available in English, German, Italian, French, Spanish and also some other languages).

For information on passports, visas, personal documents, skiing rules, and useful advice for tourists, see the **Slovenian Police website** (English): **<http://www.policija.si>** and choose Prevention/Information for tourists.

Interactive maps:

Slovenia interactive maps:

- <http://zemljevid.najdi.si>
- <http://www.slovenia.info>

Ljubljana City Map:

- <http://www.ljubljana.si/en/maps>

3. USEFUL PHONE NUMBERS:

Police emergencies ("policija")	113
Fire brigade ("gasilci"), Medical emergency - first aid ("prva pomoč")	112

4. POSTAL SERVICES AND INTERNET:

Postal Services:

Mail boxes: in Slovenia, mail boxes are yellow and can be found along the street and in every Post Office and main train station. Mail collection times are displayed on the mail boxes.

Stamps: You can buy stamps at any Post Office and at certain newsagents. Postage costs vary according to the weight of your mail and its destination. All rates are shown at the Slovenian Post Office website: <http://www.posta.si>

Delivery times: domestic deliveries are usually delivered the following day; for international deliveries allow 3 to 10 days.

Internet

Internet Cafes can be found in most larger cities throughout Slovenia. Rates may vary, but you will be charged according to the amount of time spent using the computer. To find an Internet café, ask at the local tourist office or check the list at <http://e-tocke.gov.si>

EUROPEAN CONSUMER CENTRES NETWORK (ECC-NET):

European Consumer Centres work together to assist EU citizens in matters related to cross-border shopping. The network consists of 29 European Consumer Centres (one in each EU Member State, Norway and Iceland), which work together to keep customers informed on their consumer rights and assist in the resolution of cross-border complaints and disputes.

AUSTRIA - EUROPÄISCHES VERBRAUCHERZENTRUM

Tel: + 43/1 588 77 0

www.europakonsument.at

BELGIUM – EUROPEES CENTRUM VOOR DE CONSUMENT/ CENTRE EUROPÉEN DES CONSOMMATEURS

Tel: +32/2 542 33 46

www.eccbelsium.be

BULGARIA

Address: 4A , square Slaveykov, 1000 Sofia, Bulgaria

CYPRUS – EUROPEAN CONSUMER CENTRE OF CYPRUS

Tel: +357/22 867162

www.agrino.org/ecccy

CZECH REPUBLIC – EUROPEAN CONSUMER CENTRE OF THE CZECH REPUBLIC

Tel: +420/22406 2672

www.mpo.cz/esc

DENMARK – FORBRUGER EUROPA

Tel: +45/32 66 90 00

www.forbrugereuropa.dk

ESTONIA – EUROPEAN CONSUMER CENTRE OF ESTONIA

Tel: +372/6201 708

www.consumer.ee

FINLAND – EUROPEAN CONSUMER CENTRE FINLAND

Tel: +358/9 7726 7816

www.kuluttajavirasto.fi/ecc

FRANCE – CENTRE EUROPEEN DES CONSOMMATEURS

Tel: +49/78 51 991 48 0

www.euroinfo-kehl.com

GERMANY – EUROPÄISCHES VERBRAUCHERZENTRUM DEUTSCHLAND

Tel: +49/7851 991 48 0

www.euroinfo-kehl.com

Kiel office

Tel: +49/431 971 93 50

www.evz.de

GREECE – EUROPEAN CONSUMER CENTRE OF GREECE

Tel: +30/210 3847253

www.eccefpolis.gr

HUNGARY – EURÓPAI FOGYASZTÓI KÖZPONT

Tel: +36/1 473 0338

www.efk.hu

ICELAND – EVRÓPSKA NEYTENDAADSTOÐIN

Tel: +354/ 545 1200

www.ena.is

IRELAND – EUROPEAN CONSUMER CENTRE DUBLIN

Tel: +353/1 809 06 00

www.eccdublin.ie

ITALY – EUROPEAN CONSUMER CENTRE/ CENTRO EUROPEO CONSUMATORI

Tel: +39/06 442 38 090

www.ecc-net.it

LATVIA – EUROPEAN CONSUMER CENTRE OF LATVIA

Tel: +371/738 8625

www.ecclatvia.lv

LITHUANIA – EUROPEAN CONSUMER CENTRE OF LITHUANIA

Tel: +370/5/2650368

www.ecc.lt

LUXEMBOURG – CENTRE EUROPEEN DES CONSOMMATEURS-GIE LUXEMBOURG

Tel: +352 26 84 641

www.cecluxembourg.lu

MALTA – EUROPEAN CONSUMER CENTRE OF MALTA

Tel: +356 2124 6816

<http://www.eccnetmalta.gov.mt>

THE NETHERLANDS – STICHTING CONSUMENTEN INFORMATIE PUNT

Tel: +31/(0)33 469 9021

<http://www.eccnl.eu>

NORWAY – FORBRUKER EUROPA

Tel: +47 23 400 500

www.forbrukereuropa.no

POLAND – EUROPEJSKIE CENTRUM KONSUMENCKIE

Tel: +48/022 55 60 118

<http://konsument.gov.pl>

PORTUGAL – CENTRO EUROPEU DO CONSUMIDOR

Tel: +351/21 356 47 50 or 52

www.consumidor.pt/cec

ROMANIA - CENTRUL EUROPEAN AL CONSUMATORILOR ROMANIA

Tel: + 40 21 315 71 49

www.eccromania.ro

SLOVAKIA – EURÓPSKE SPOTREBITEL'SKÉ CENTRUM

Tel: +421/2 4854 1605

www.economy.gov.sk/ecc

SLOVENIA – EVROPSKI POTROŠNIŠKI CENTER

Tel: +386/1 432 30 35

www.epc.si

SPAIN – CENTRO EUROPEO DEL CONSUMIDOR

Tel: +34/ 91 822 45 55

<http://cec.consumo-inc.es>

SWEDEN – KONSUMENT EUROPA

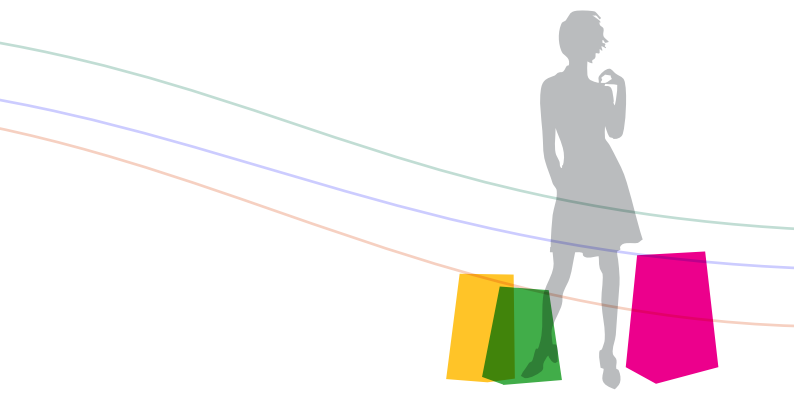
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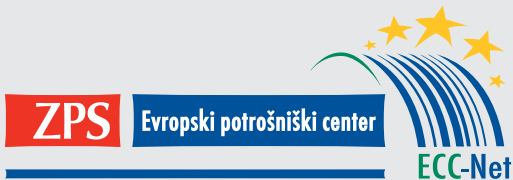
www.konsumenteuropa.se

UNITED KINGDOM – UK EUROPEAN CONSUMER CENTRE

Tel: +44 (0)8456 04 05 03

www.ukecc.net





**Evropski potrošniški center/
European Consumer Centre Slovenia**

Frankopanska 5
1000 Ljubljana
SLOVENIA

Phone: **+386 1 432 30 35**

E-mail: **epc@epc.si**

www.epc.si

European Consumer Centre Slovenia is a member of the European Consumers Centres Network (ECC-Net).

ECC Slovenia is supported by the European Commission, the Ministry of Economy- Consumer Protection Office of the Republic of Slovenia and Zveza potrošnikov Slovenije.