

Goods must be offered to the consumers with user manuals and guide in Turkish and with labels containing international symbols and signs.

All these manual and guide must be read and implemented carefully by the consumers. If there is a fault in a product you have the right to notify the seller or manufacturer within 6 months.

In this case you have the following rights:

- Replace the products by a sound one
- Refund of payment
- Repair of the products or fix the problem with the service
- Request a proportional reduction (by keeping the goods)
- Right to claiming redress
- Producers and importers are responsible for providing maintenance and repair service for the goods until the expiry date. (use-by date)

TIPS FOR CONSCIOUS SHOPPING



Buying can be pleasant experience if you know the tricks. Have fun shopping!!



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www.civilsocietydialogue.org

Civil Society Dialogue (CSD) is a programme bringing together civil society organisations from the EU and Turkey around common topics, to exchange knowledge and experience, and to build a sustained conversation between the organisations. The CSD Programme is administered by the Ministry for European Union Affairs and cofunded by the European Union and Republic of Turkey. The Central Finance and Contracting Unit acts as the contracting authority for this Programme.



www.changeconsumersmovement.eu



www.adiconsum.it



www.tukoder.org.tr



www.tuketichaklari.org.tr

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BASIC PRINCIPLES FOR CONSCIOUS SHOPPING AND OUR RESPONSIBILITIES AS A CONSUMER





**THINK TWICE
BEFORE SHOPPING
TIPS BEFORE SHOPPING**

Make sure that your shopping is economic and for your requirements.

Think if the goods you buy is suitable for your budget. Do not sign the contract or make an advance payment before the taking delivery of the goods.

The contract must be signed after reading carefully. Take your bill, invoice or copy of your contract after shopping and keep it. Check out the goods you buy is durable and not defective.

Check out the quality, health and safety, environmental sensitivity of the goods you buy as well as its price, the characters of usage and maintenance and providing spare parts and after sale-service network. Seek the brand new trademarks or models of the products that you intend to buy. Provide the information from internet or publications such as brochures, catalogues etc. Make sure that your goods or service you buy have essential legal permissions! Be leery of ads! Not to be cheated the promises such as free gift or special offer etc..



STEPS FOR WHILE BUYING

Consumers must be aware their consumer rights while buying goods or services.



- Prefer pre-packaged products in your shopping!
- Read the labels or packaged box carefully!
- Ask whether you have to pay extra price or not for shipping or service except marked price!
- Do not forget that it must be implemented the price your in favour if there is a difference between the price label and cashing price !
- Request the user manuals, guides and warranty certificate in respect of the goods you buy!



- In the discount sales campaign, make sure that the price labels shown the previous price, discounted price and also discount rate.
- Apply Provincial Directorate of commerce, municipalities and related chambers where you live for complaints about the price labels!
- Note that the seller is using the measure and scale devices in a correct way !
- Take care that the products you intend to buy should be environmentally friendly in the production, sale and consumption phases.
- The purchase of the goods and services must have invoice or sales receipt!
- In this way if you meet a faulty products you may use your right of choice without any problem!
- Don't forget you always have the right to withdraw from door to door and distance sales!

ADVICE FOR AFTER SHOPPING

