

EXAM INSTRUCTIONS

Course: EU Consumer Law and Policy

Lecturers: Prof. dr Tatjana Jovanić, Prof. dr Marija Karanikić-Mirić

The exam (grade) shall consist of three parts:

- (1) Students' presentations (last week of the course (Working Practice 3 hours on 23. 06)) shall form part of the final grade in the amount of **35%** of the final grade;
- (2) Participation during the class – notably preparation of cases (reader) and discussion in the amount of **20%** of the final grade;
- (3) Written test in the last week of June (90 minutes), scoring **45%** of the final grade. The final test will consist of several (7 – 10) short(er) questions, and 2 “essay” questions.

Material for exam:

1. Reader (please note that case study analysis will mostly be performed during lectures, and therefore cases as such would mostly be excluded from the written exam)
2. Relevant Directives;
3. Power Point Presentations which students will receive in due time before or immediately after each of the above courses by email.

Consultations:

- As indicated in the Working Schedule. Consultations should be scheduled by email first.

THE LIST OF QUESTIONS

1. Rationales for consumer protection (in general and in the Internal Market)
2. Consumer Policy Instruments
3. The Evolution of Consumer Policy and Law in the EU and Consumer Rights in Primary EU Law
4. Negative and positive integration measures, old & new approach to harmonization of Consumer Law in the EU
5. Issues in defining a consumer and consumer concepts in the EU (informed, vulnerable, weaker)
6. The purpose and scope of the Directive 2005/29/EC on unfair commercial practices
7. The concept of fair trading in relation to fairness of commercial practices
8. Annex I of the Directive 2005/29/EC: considered “unfair” and considered “misleading”
9. Misleading and comparative advertising
10. Aggressive Commercial Practices
11. Consumer Protection in relation to distance sale and distance marketing
12. The purpose and scope of application of the Directive 93/13/EEC on unfair terms in consumer contracts (including exceptions to the scope of application)
13. The Concept of Unfairness in the Directive 93/13/EEC
14. Indicative list of unfair terms in consumer contracts
15. Sale of Consumer Goods: consumer contracts and consumer goods, legal and contractual guarantee

16. Conformity of the consumer goods with the contract: notion, obligations of the seller and remedies of the consumer
17. Consumer right to withdrawal (the rationale of cooling-off periods in European and national legislation)
18. Consumer Credit: scope of application of the Directive 2008/48/EC and the protective instruments
19. Mortgage credit and consumer protection
20. Liability for defective products and services (defect and expected safety, exemptions from liability)
21. Alternative dispute resolution (ADR): basic requirements set out in the Directive 2013/11/EU and Regulation (EU) 524/2013
22. Collective redress mechanisms in the EU