

Your Shopping Rights

Stand: 10.04.2024

Jahrgangsstufe	8
Fach/Fächer	Wirtschaft & Recht / bilingualer Zug
Übergreifende Bildungs- und Erziehungsziele	Alltagskompetenz und Lebensökonomie – grundlegende Kompetenzen im Handlungsfeld <i>Selbstbestimmtes Verbraucherverhalten</i> „Die Schülerinnen und Schüler besitzen Grundkenntnisse im Verbraucherrecht, um ihre eigenen Rechte und Pflichten besser einschätzen zu können.“ Ökonomische Verbraucherbildung „Im Rahmen der Ökonomischen Verbraucherbildung erwerben [die Schülerinnen und Schüler] vor allem Markt-, Finanz-, sowie Daten- und Informationskompetenzen, die sie zu einem verantwortungsvollen, nachhaltigen und wertorientierten Konsumverhalten befähigen.“
Zeitrahmen	45 min
Benötigtes Material	<ul style="list-style-type: none"> • Internetzugang • Entsprechende Endgeräte, auch BYOD

Kompetenzerwartungen

Wirtschaft und Recht 8 - Lernbereich 2: Verbraucherschutz und verantwortungsbewusstes Verbraucherverhalten

Kompetenzerwartungen

„Die Schülerinnen und Schüler [...] nutzen die Angebote unabhängiger Institutionen zur Verbraucherberatung und rechtlich relevante Bestimmungen zum Verbraucherschutz als Informationsquellen für rationale Konsumententscheidungen.“

Inhalte zu den Kompetenzen

„Informationsbeschaffung [...] und Informationsbearbeitung als Grundlage reflektierter Konsumententscheidungen“

„Bestimmungen [...] und Einrichtungen zum Verbraucherschutz [...]“

Lernbereich 4: Privatrechtliche Regelungen WR 8 4.2 Vertragsrecht (Schuldrecht)

Kompetenzerwartungen

„Die Schülerinnen und Schüler [...] entscheiden [...] über die [...] Anfechtbarkeit eines Kaufvertrags, um ihre Rechte insbesondere beim Verbrauchsgüterkauf wahrzunehmen.“

Inhalte zu den Kompetenzen

„Pflichtverletzungen beim Kaufvertrag: Rechtsansprüche bei [...] Sachmängel“



Hinweise zum Unterricht

Diese Unterrichtsstunde führt nach einer Vokabelentlastung in das Benutzen des interaktiven Verbraucherportals der Europäischen Kommission ein – hierzu ist ein Internetzugriff auf Schülerseite notwendig.

Mittels Fallbeispielen, die in Partner- oder Stationenarbeit, durchlaufen werden, können sich die Schülerinnen und Schüler mit den Unterschieden ihrer Vertragsrechte beim Konsumgüterkauf vertraut machen. Es werden Fälle des Kaufs im Internet sowie im stationären Handel behandelt. Auch werden die Lernenden auf die Unterscheidung zwischen gesetzlicher Gewährleistung und freiwilliger Garantie verwiesen.

Die gegebenen Lösungen zu den Aufgaben sind als Lösungshorizont zu verstehen.

Quellen- und Literaturangaben

Unterrichtsentwurf: ISB

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Aufgabe

Die Schülerinnen und Schüler gelangen nach einer Vokabelvorentlastung selbstständig mittels QR-Code auf die Verbraucherseite der EU-Kommission. Ihnen liegen verschiedene Fälle zum Verbrauchsgüterkauf vor – diese bearbeiten sie mit Hilfe der interaktiven Plattform zu Verbraucherrechten bearbeiten. Notizen können auf einem Zusatzblatt festgehalten werden – im Plenum werden dann die Lösungsvorschläge zu den einzelnen aufgeführten Fällen vorgestellt bzw. besprochen.

Die Schülerinnen und Schüler lernen wichtige Unterschiede ihrer Verbraucherrechte beim Einkauf im Internet und beim stationären Handel kennen; sie lernen, zwischen der gesetzlichen Gewährleistung und der freiwilligen Garantie zu differenzieren.

Get started



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Worksheet

Your rights when shopping

- using the EU interactive consumer rights tool -

Vocabulary you may find useful

justification	anspruchsberechtigt sein
to cancel	stornieren / abbrechen
retailer	Rechtfertigung / Begründung
to be entitled	Einzelhändler
to order	Rückerstattung
guarantee	kostenlos
to advertise	bestellen
refund	bewerben / Werbung machen
free of charge	Gewährleistung
consumer	Rückgaberecht / Umtauschrecht
warranty	Garantie
return policy	Verbraucher / Konsument
to be granted	von Gesetzes wegen / gesetzlich
by law	gewährt werden / verliehen werden

Case studies – On the next pages you will find several cases dealing with consumers that have difficulties after having bought their products – read carefully and make notes on an extra sheet.

Case 1 – Linda

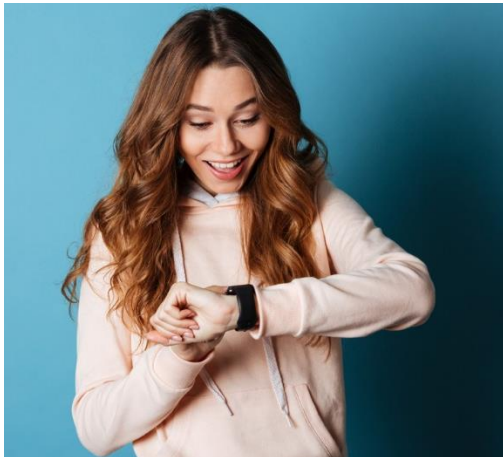


Photo © Clipdealer

This is Linda, from Nuremberg, Germany. She likes shopping online. A week ago she bought a new watch for 500 € at a Munich-based online shop. The package arrived a few days later, but in between, she changed her mind and now wants to return the product and get her money back. Does she have the right to do so?

Check her rights at:



Case 2 – Jack

This is Jack, from Regensburg, Germany. He likes shopping at small local retailers. While on a business trip in Cologne, he bought a new tie in a clothes shop. Back home he finds that the tie does not suit him as he expected. Therefore, he wants to return the product on his next trip to Cologne. Does he have the right to do so? Check his rights at:



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Case 3 – Sam



Photo © Clipdealer

This is Sam from Munich, Germany. Her favourite clothing shop is in Ingolstadt. As she does not find time to go there, she gives them a call and orders a new suit. A few days later, she gets the package, but immediately finds that a row of buttons is missing. As it can't be repaired, she wants her money back. Is she entitled to get her money back?

Check her rights at:



Case 4 – Fred

This is Fred, from Hamburg, Germany. He is a real water maniac and likes doing all kinds of water sports. Last week he ordered a new surfboard online at a Bremen-based shop. He wanted a bright neon green board, but when he received it, he was quite upset – he got a neon pink one. Now he wants his money back. Is he entitled to get his money back?

Check his rights at:



Photo © Clipdealer

Case 5 – Carla



Photo © Clipdealer

This is Carla, from Vienna, Austria. She bought some new sunglasses at a Passau optician's yesterday. She got them in the original packaging. But when she opened it at home, she found that one glass was broken. What can she do? Check her rights at:





Evaluation Sheet

Case 1 - Linda

Can Linda return the watch and get her money back? Give reasons for your decision.

Case 2 - Jack

Can Jack return the tie and get his money back? Say why (not).

Case 3 - Sam

Can Sam return the suit and get her money back? Explain.

Case 4 - Fred

Can Fred return the board and get his money back? Give reasons for your answer.

Case 5 - Carla

Can Carla return the glasses and get her money back? Say why (not).

On Guarantees and Warranties

NOTE!

A **warranty (Garantie)** is an additional commercial guarantee granted by the retailer on a **voluntary** basis. A warranty may entitle you to return the product to the shop and get your money back.

A **guarantee (Gewährleistung)** is granted to you **by law**; it cannot be altered by the seller. The EU 2-year minimum guarantee entitles you to have a faulty product repaired or replaced by the seller at no cost. Only if this is not possible, you do have the right to get your money back.



Photo © Clipdealer

Fill in the table:

Case ...	Guarantee it's the law	Warranty it's voluntary
buys online and wants to have a perfect product replaced		
buys locally and wants to have a perfect product replaced		
buys via phone and wants to have a faulty product repaired		
buys via phone, wants to have their money back because of a faulty product		
buys online, receives another product as ordered and wants to have it replaced		
buys online, receives a different product than the one ordered and wants to get money back		
buys locally and wants to get the money back because the product is faulty		
buys locally and wants to have a faulty product repaired		
wants to get their money back after the seller tried to repair it (two attempts), but failed to do so		
after two years in use, the product fails to work properly		
buys online and wants to have a faulty product replaced		

Worksheet - Solution

Your rights when shopping

- using the EU interactive consumer rights tool -

Vocabulary you may find useful

justification	↘	anspruchsberechtigt sein
to cancel	→	stornieren / abrechnen
retailer	↘	Rechtfertigung / Begründung
to be entitled	↗	Einzelhändler
to order	↘	Rückerstattung
guarantee	↘	kostenlos
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consumer	↘	Rückgaberecht / Umtauschrecht
warranty	→	Garantie
return policy	↘	Verbraucher / Konsument
to be granted	↘	von Gesetzes wegen / gesetzlich
by law	↘	gewährt werden / verliehen werden

Evaluation Sheet

Case 1 - Linda

Can Linda return the watch and get her money back? Give reasons for your decision.

Yes, she can. She can cancel and return her order within 14 days, for any reason and without justification.

Case 2 - Jack

Can Jack return the tie and get his money back? Say why (not).

No, he cannot. There is no EU legislation that grants you the right to return locally-bought products just because you have changed your mind. Exception – warranty from the shop.

Case 3 – Sam

Can Sam return the suit and get her money back? Explain.

Yes, she can. As she ordered by phone, the same rules apply to her as buying online. Therefore, within 14 days she can return the suit and get her money back.

Case 4 - Fred

Can Fred return the board and get his money back? Give reasons for your answer.

Yes, Fred can get his money back. As he bought online, he can return the board within 14 days without giving any reason or justification.

Case 5 - Carla

Can Carla return the glasses and get her money back? Say why (not).

No, she cannot. The shop has the right to repair or replace the glasses at their own expense. Exception – warranty from the shop.

On Guarantees and Warranties

NOTE!

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A **guarantee** is granted to you **by law**; it cannot be altered by the seller. The EU 2-year minimum guarantee entitles you to have a faulty product repaired or replaced by the seller at no cost. Only if this is not possible, you do have the right to get your money back.



Photo © Clipdealer

Fill in the table:

Case ...	Guarantee it's the law	Warranty it's voluntary
buys online and wants to have a perfect product replaced	X	
buys locally and wants to have a perfect product replaced		X
buys via phone and wants to have a faulty product repaired	X	
buys via phone, wants to have their money back because of a faulty product		X
buys online, receives another product as ordered and wants to have it replaced	X	
buys online, receives a different product than the one ordered and wants to get money back	X	
buys locally and wants to get the money back because the product is faulty		X
buys locally and wants to have a faulty product repaired	X	
wants to get their money back after the seller tried to repair it (two attempts), but failed to do so	X	
after two years in use, the product fails to work properly		X
buys online and wants to have a faulty product replaced	X	