

Consumers' attitudes towards cross-border trade and consumer protection

EU27



Number of interviews:
25.543

Fieldwork:
12/09-17/09/2012

IT



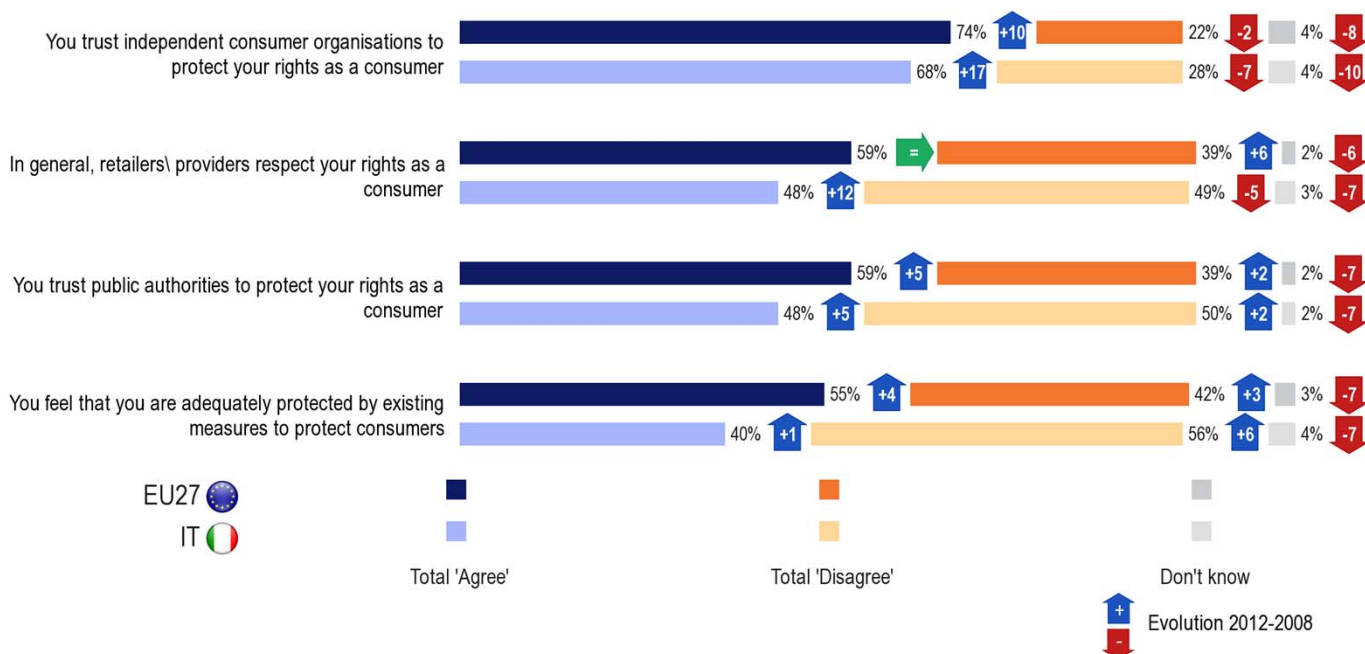
Number of interviews:
1.006

Fieldwork:
12/09-15/09/2012

Methodology: telephone

CONSUMER LEGISLATION

Q1. How strongly do you agree or disagree with each of the following statements. In (OUR COUNTRY)...



PRODUCT AND FOOD SAFETY

Q2. Thinking about all non-food products currently on the market in (OUR COUNTRY), do you think that...?

	EU27		IT	
	FL358	2012-2008	FL358	2012-2008
Essentially all non-food products are safe	12%	- 5	8%	- 2
A small number of non-food products are unsafe	55%	+ 7	52%	+ 10
A significant number of non-food products are unsafe	27%	+ 9	35%	+ 7
It depends on the product (DO NOT READ OUT)	3%	- 10	3%	- 14
Don't know	3%	- 1	2%	- 1

Q3. And thinking about all food products currently on the market in (OUR COUNTRY), do you think that...?

	EU27		IT	
	FL358	2012-2010	FL358	2012-2010
Essentially all food products are safe	17%	- 3	11%	- 4
A small number of food products are unsafe	56%	+ 5	58%	+ 7
A significant number of food products are unsafe	24%	+ 3	28%	+ 5
It depends on the product (DO NOT READ OUT)	2%	- 3	2%	- 7
Don't know	1%	- 2	1%	- 1

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AWARENESS OF CONSUMER LEGISLATION

Q6. Suppose you ordered goods by post, phone or the Internet, do you think you have the right to return the goods you ordered 4 days after their delivery and get your money back, without giving any reason?

	EU27		IT	
	FL358	2012-2011	FL358	2012-2011
Yes*	69%	- 1	64%	=
No	24%	+ 1	27%	- 1
Don't know	7%	=	9%	+ 1

*Correct answer

Q8. Imagine you receive two educational DVDs by post that you have not ordered, together with a 20 euro invoice for the goods. Are you obliged to pay the invoice?

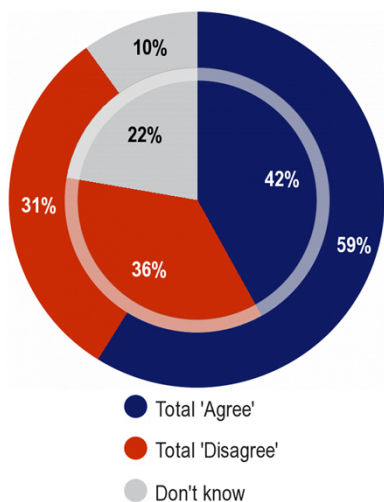
	EU27		IT	
	FL385	2012-2011	FL385	2012-2011
No, and you are not obliged to return the DVDs*	30%	- 5	18%	- 8
No, provided that you return the DVDs	65%	+ 6	76%	+ 8
Yes, you are obliged to pay	2%	=	2%	+ 1
Don't know	3%	- 1	4%	- 1

*Correct answer

CONFIDENCE IN ONLINE PURCHASES

Q16.1. How strongly do you agree or disagree with each of the following statements?

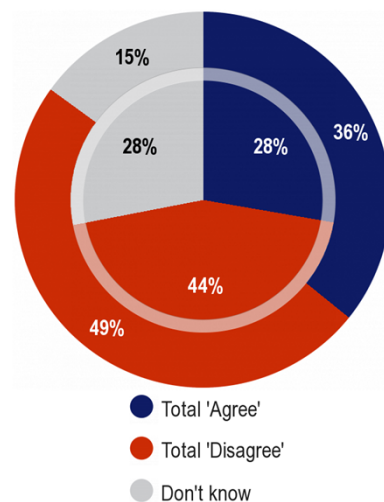
You feel confident purchasing goods or services via the Internet from retailers/providers in (OUR COUNTRY)



EU27 Outer pie IT Inner pie

Q16.2. How strongly do you agree or disagree with each of the following statements?

You feel confident purchasing goods or services via the Internet from retailers/providers in another EU country



EU27 Outer pie IT Inner pie

FLASH EUROBAROMETER 358
RESULTS FOR ITALY

