

ANNEX XIX

CONSUMER PROTECTION

List provided for in Article 72

INTRODUCTION

When the acts referred to in this Annex contain notions or refer to procedures which are specific to the Community legal order, such as:

- preambles,
- the addressees of the Community acts,
- references to territories or languages of the EC,
- references to rights and obligations of EC Member States, their public entities, undertakings or individuals in relation to each other, and
- references to information and notification procedures,

Protocol 1 on horizontal adaptations shall apply, unless otherwise provided for in this Annex.

SECTORAL ADAPTATIONS

For the purposes of this Annex and notwithstanding the provisions of Protocol 1, the term "Member State(s)" contained in the acts referred to shall be understood to include, in addition to its meaning in the relevant EC acts, Iceland, Liechtenstein, Norway, []^{1} []^{2}.

ACTS REFERRED TO

1.^{3}

1a.^{4} **398 L 0006**: Directive 98/6/EC of the European Parliament and of the Council of 16 February 1998 on consumer protection in the indication of the prices of products offered to consumers (OJ L 80, 18.3.1998, p. 27).

2.^{5} **32006 L 0114**: Directive 2006/114/EC of the European Parliament and of the Council of 12 December 2006 concerning misleading and comparative advertising (codified version) (OJ L 376, 27.12.2006, p. 21).

^{1} Words "and Switzerland" deleted by the Adjusting Protocol.

^{2} Words "Austria, Finland" and "Sweden" deleted by Decision No 43/2005 (OJ L 198, 28.7.2005, p.45 and EEA Supplement No 38, 28.7.2005, p. 26), e.i.f. 12.3.2005.

^{3} Text of point 1 deleted by Decision No 113/98 (OJ L 277, 28.10.1999, p. 50 and EEA Supplement No 46, 28.10.1999, p. 164), e.i.f. 28.11.1998.

^{4} Point inserted by Decision No 113/98 (OJ L 277, 28.10.1999, p. 50 and EEA Supplement No 46, 28.10.1999, p. 164), e.i.f. 28.11.1998.

^{5} Point 2 (Council Directive 84/450/EEC) replaced by Decision No 34/2010 (OJ L 143, 10.6.2010, p. 29 and EEA Supplement No 30, 10.6.2010, p. 37), e.i.f. 13.3.2010.

3.{⁶} []

3a.{⁷} []

4.{⁸} []

5. **387 L 0357**: Council Directive 87/357/EEC of 25 June 1987 on the approximation of the laws of the Member States concerning products which, appearing to be other than they are, endanger the health or safety of consumers (OJ No L 192, 11.7.1987, p. 49).

The provisions of the Directive shall, for the purposes of the present Agreement, be read with the following adaptation:

in Article 4(2), the reference to Decision 84/133/EEC shall be read as a reference to Decision 89/45/EEC.

6.{⁹} []

- 7.{¹⁰} **390 L 0314**: Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours (OJ No L 158, 23.6.1990, p. 59).

- 7a.{¹¹} **393 L 0013**: Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts (OJ No L 95, 21.4.1993, p.29), as amended by:

-{¹²} **32011 L 0083**: Directive 2011/83/EU of the European Parliament and of the Council (OJ L 304, 22.11.2011, p. 64).

- 7b.{¹³} **32008 L 0122**: Directive 2008/122/EC of the European Parliament and of the Council of 14 January 2009 on the protection of consumers in respect of certain aspects of timeshare, long-term holiday product, resale and exchange contracts (OJ L 33, 3.2.2009, p. 10).

7c. [] {¹⁴}

(1) Listed here for purposes of information only. For application, see Annex IX.

- 7d.{¹⁵} **32009 L 0022**: Directive 2009/22/EC of the European Parliament and of the Council of 23 April 2009 on injunctions for the protection of consumers' interests (OJ L 110, 1.5.2009, p. 30), amended by:

{⁶} Point 3 (Council Directive 85/577/EEC) will be deleted with effect from 13.6.2014 by Decision No 181/2012 (OJ L 341, 13.12.2012, p. 35 and EEA Supplement No 70, 13.12.2012, p. 42), e.i.f. 1.2.2014.

{⁷} Point 3a (Directive 97/7/EC) inserted by Decision No 15/98 (OJ L 272, 8.10.1998, p. 22 and EEA Supplement No 42, 8.10.1998, p. 99), e.i.f. 1.7.2000, will be deleted with effect from 13.6.2014 by Decision No 181/2012 (OJ L 341, 13.12.2012, p. 35 and EEA Supplement No 70, 13.12.2012, p. 42), e.i.f. 1.2.2014.

{⁸} This point, including the indents, introduced by Decision No 122/98 (OJ L 297, 18.11.1999, p. 56 and EEA Supplement No 50, 18.11.1999, p. 97), e.i.f. 19.12.1998, replaces former point 4, subsequently the text of Point 4 deleted by Decision No 16/2009 (OJ L 73, 19.3.2009, p. 53 and EEA Supplement No 16, 19.3.2009, p. 24) with effect from 12 May 2010, e.i.f. 1.11.2011.

{⁹} Text of point 6 deleted by Decision No 113/98 (OJ L 277, 28.10.1999, p. 50 and EEA Supplement No 46, 28.10.1999, p. 164), e.i.f. 28.11.1998.

{¹⁰} Point 7 (Council Directive 90/314/EEC) will subsequently be deleted with effect from 1 July 2018 by Decision No 187/2017 (OJ L [to be published] and EEA Supplement No [to be published]), e.i.f. pending.

{¹¹} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{¹²} Indent and words “, as amended by:” added by Decision No 181/2012 (OJ L 341, 13.12.2012, p. 35 and EEA Supplement No 70, 13.12.2012, p. 42), e.i.f. 1.2.2014.

{¹³} Point inserted by Decision No 18/95 (OJ L 83, 13.4.1995, p. 49 and EEA Supplement No 13, 13.4.1995, p. 34), e.i.f. 1.7.1997 and text subsequently replaced by Decision No 86/2009 (OJ L 277, 22.10.2009, p. 38 and EEA Supplement No 56, 22.10.2009, p. 16), e.i.f. 1.11.2011.

{¹⁴} Point inserted by Decision No 1/98 (OJ L 272, 8.10.1998, p. 1 and EEA Supplement No 42, 8.10.1998, p. 1), e.i.f. 1.2.2000, to be deleted with effect from 1.11.2009 by Decision No 114/2008 (OJ L 339, 18.12.2008 p. 103 and EEA Supplement No 79, 18.12.2008, p. 11), e.i.f. 1.11.2011.

- {¹⁶} **32013 R 0524**: Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 (OJ L 165, 18.6.2013, p. 1),

- {¹⁷} **32013 L 0011**: Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 (OJ L 165, 18.6.2013, p. 63).

7e.{¹⁸} **399 L 0044**: Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees (OJ L 171, 7.7.1999, p. 12), as amended by:

- {¹⁹} **32011 L 0083**: Directive 2011/83/EU of the European Parliament and of the Council (OJ L 304, 22.11.2011, p. 64).

The provisions of the Directive shall, for the purposes of the present Agreement, be read with the following adaptations:

- (a) in Articles 6(4) and 8(2) the word "Treaty" shall read "Agreement on the European Economic Area";
- (b) in Article 6(4) the words ", Icelandic and Norwegian" shall be added at the end of the paragraph.

7f.{²⁰} **32004 R 2006**: Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (the Regulation on consumer protection cooperation) (OJ L 364, 9.12.2004, p. 1), as amended by:

-{²¹} **32005 L 0029**: Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 (OJ L 149, 11.6.2005, p. 22),

-{²²} **32007 L 0065**: Directive 2007/65/EC of the European Parliament and of the Council of 11 December 2007 (OJ L 332, 18.12.2007, p. 27),

-{²³} **32011 R 0954**: Regulation (EU) No 954/2011 of the European Parliament and of the Council of 14 September 2011 (OJ L 259, 4.10.2011, p. 1),

-{²⁴} **32011 R 0181**: Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 (OJ L 55, 28.2.2011, p. 1),

-{²⁵} **32010 R 1177**: Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 (OJ L 334, 17.12.2010, p. 1),

-{²⁶} **32013 R 0524**: Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 (OJ L 165, 18.6.2013, p. 1),

{¹⁵} Point (Directive 98/27/EC) inserted by Decision No 121/1999 (OJ L 325, 21.12.2000, p. 38 and EEA Supplement No 60, 21.12.2000, p. 443), e.i.f. 1.7.2000 subsequently replaced by Decision No 35/2010 (OJ L 143, 10.6.2010, p. 30 and EEA Supplement No 30, 10.6.2010, p. 38), e.i.f. 1.1.2012.

{¹⁶} Indent and words", as amended by" above added by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

{¹⁷} Indent and words", as amended by" above added by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

{¹⁸} Point inserted by Decision No 12/2000 (OJ L 52, 22.2.2001, p. 37 and EEA Supplement No 9, 22.2.2001, p. 4), e.i.f. 1.9.2000.

{¹⁹} Indent and words ", as amended by:" added by Decision No 181/2012 (OJ L 341, 13.12.2012, p. 35 and EEA Supplement No 70, 13.12.2012, p. 42), e.i.f. 1.2.2014.

{²⁰} Point inserted by Decision No 92/2006 (OJ L 289, 19.10.2006, p. 33 and EEA Supplement No 52, 19.10.2006, p. 26), e.i.f. 1.6.2007.

{²¹} Indent and words ", as amended by:" above, added by Decision No 93/2006 (OJ L 289, 19.10.2006, p. 34 and EEA Supplement No 52, 19.10.2006, p. 27), e.i.f. pending.

{²²} Indent added by Decision No 109/2012 (OJ L 270, 4.10.2012, p. 31 and EEA Supplement No 56, 4.10.2012, p. 31), e.i.f. 1.2.2013.

{²³} Indent added by Decision No 182/2012 (OJ L 341, 13.12.2012, p. 36 and EEA Supplement No 70, 13.12.2012, p. 44), e.i.f. 29.9.2012.

{²⁴} Indent added by Decision No 115/2015 (OJ L 211, 4.8.2016, p. 72 and EEA Supplement No 42, 4.8.2016, p. 69), e.i.f. 1.5.2016.

{²⁵} Indent added by Decision No 116/2015 (OJ L 211, 4.8.2016, p. 74 and EEA Supplement No 42, 4.8.2016, p. 71), e.i.f. 1.6.2016.

{²⁶} Indent added by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

- ^{27} **32013 L 0011**: Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 (OJ L 165, 18.6.2013, p. 63),
- ^{28} **32015 L 2302**: Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 (OJ L 326, 11.12.2015, p. 1).
- 7fa.^{29} **32007 D 0076**: Commission Decision 2007/76/EC of 22 December 2006 implementing Regulation (EC) No 2006/2004 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of consumer protection laws as regards mutual assistance (OJ L 32, 6.2.2007, p. 192), as amended by:
- ^{30} **32008 D 0282**: Commission Decision 2008/282/EC of 17 March 2008 (OJ L 89, 1.4.2008, p. 26),
- ^{31} **32011 D 0141**: Commission Decision 2011/141/EU of 1 March 2011 (OJ L 59, 4.3.2011, p. 63).
- 7g.^{32} **32005 L 0029**: Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market and amending Council Directive 84/450/EEC, Directives 97/7/EC, 98/27/EC and 2002/65/EC of the European Parliament and of the Council and Regulation (EC) No 2006/2004 of the European Parliament and of the Council ('Unfair Commercial Practices Directive') (OJ L 149, 11.6.2005, p. 22).
- 7h.^{33} **32008 L 0048**: Directive 2008/48/EC of the European Parliament and of the Council of 23 April 2008 on credit agreements for consumers and repealing Council Directive 87/102/EEC (OJ L 133, 22.5.2008, p. 66), as amended by:
- ^{34} **32011 L 0090**: Commission Directive 2011/90/EU of 14 November 2011 (OJ L 296, 15.11.2011, p. 35).'
- 7i.^{35} **32011 L 0083**: Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council (OJ L 304, 22.11.2011, p. 64), as amended by:
- ^{36} **32015 L 2302**: Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 (OJ L 326, 11.12.2015, p. 1).
- 7j.^{37} **32013 R 0524**: Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 1).

The provisions of the Regulation shall, for the purposes of this Agreement, be read with the following adaptations:

^{27} Indent added by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

^{28} Indent added by Decision No 187/2017 (OJ L [to be published] and EEA Supplement No [to be published]), e.i.f. pending.

^{29} Point inserted by Decision No 88/2008 (OJ L 280, 23.10.2008, p. 25 and EEA Supplement No 64, 23.10.2008, p. 18), e.i.f. 5.7.2007.

^{30} Indent and words “, as amended by:” above, added by Decision No 88/2008 (OJ L 280, 23.10.2008, p. 25 and EEA Supplement No 64, 23.10.2008, p. 18), e.i.f. 5.7.2008.

^{31} Indent added by Decision No 228/2012 (OJ L 81, 21.3.2013, p. 30 and EEA Supplement No 18, 21.3.2013, p. 36), e.i.f. 8.12.2012.

^{32} Point inserted by Decision No 93/2006 (OJ L 289, 19.10.2006, p. 34 and EEA Supplement No 52, 19.10.2006, p. 27), e.i.f. pending.

^{33} Point inserted by Decision No 16/2009 (OJ L 73, 19.3.2009, p. 53 and EEA Supplement No 16, 19.3.2009, p. 24), e.i.f. 1.11.2011.

^{34} Indent and words “, as amended by:” added by Decision No 229/2012 (OJ L 81, 21.3.2013, p. 31 and EEA Supplement No 18, 21.3.2013, p. 37), e.i.f. 1.8.2013.

^{35} Point inserted by Decision No 181/2012 (OJ L 341, 13.12.2012, p. 35 and EEA Supplement No 70, 13.12.2012, p. 42), e.i.f. 1.2.2014.

^{36} Indent and words “, as amended by:” added by Decision No 187/2017 (OJ L [to be published] and EEA Supplement No [to be published]), e.i.f. pending.

^{37} Point and adaptation text inserted by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

- (a) As regards the EFTA States, the ODR platform referred to in Article 5 of the Regulation shall be accessible within 40 working days from the entry into force of Decision of the EEA Joint Committee No 194/2016 of 23 September 2016.
- (b) The ODR platform shall be accessible in all the languages referred to in Article 129(1) of the EEA Agreement.
- (c) By way of derogation from Article 5(4)(e) of the Regulation, the ODR platform's translation functions into and from the Icelandic language shall initially be available only as regards the result of an ADR procedure transmitted by an ADR entity. Iceland shall ensure that users of the ODR platform may obtain the translation of all other information into and from the Icelandic language through its ODR contact point, where that information is necessary for the resolution of the dispute and is exchanged through the ODR platform in another language. Information on these modalities as regards the Icelandic language shall be provided on the homepage of the ODR platform.

The Commission and Iceland shall endeavour to improve the translation functions provided by the ODR platform as regards the Icelandic language to ensure comparable quality of all functions to that offered for the other languages and shall regularly inform the EEA Joint Committee of their progress. When the translation functions ensure comparable quality as regards the Icelandic language to that offered for the other languages, the EEA Joint Committee shall without undue delay take a decision to terminate the measures laid down in this point.

7ja. ^{38} **32015 R 1051**: Commission Implementing Regulation (EU) 2015/1051 of 1 July 2015 on the modalities for the exercise of the functions of the online dispute resolution platform, on the modalities of the electronic complaint form and on the modalities of the cooperation between contact points provided for in Regulation (EU) No 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes (OJ L 171, 2.7.2015, p. 1).

7k. ^{39} **32013 L 0011**: Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 63).

The provisions of the Directive shall, for the purposes of this Agreement, be read with the following adaptations:

- (a) References to other acts in the Directive shall be considered relevant to the extent and in the form that those acts are incorporated into the Agreement.
- (b) As regards the EFTA States, Article 11(2) shall read as follows:

“2. For the purposes of this Article, ‘habitual residence’ shall be determined in accordance with the following:

- (a) The habitual residence of companies and other bodies, corporate or unincorporated, shall be the place of central administration;

The habitual residence of a natural person acting in the course of his business activity shall be his principal place of business;

- (b) Where the contract is concluded in the course of the operations of a branch, agency or any other establishment, or if, under the contract, performance is the responsibility of such a branch, agency or establishment, the place where the branch, agency or any other establishment is located shall be treated as the place of habitual residence;
- (c) For the purposes of determining the habitual residence, the relevant point in time shall be the time of the conclusion of the contract.”

^{38} Point inserted by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

^{39} Point and adaptation text inserted by Decision No 194/2016 (OJ L 80, 22.3.2018, p. 37 and EEA Supplement No 19, 22.3.2018, p. 51), e.i.f. 1.7.2017.

- (c) In Article 18(2), the following shall be added:
- “The Commission shall include on that list competent authorities and single points of contact designated by the EFTA States.”
- (d) In Article 20(4), the following shall be inserted after the words “notified to the Commission.”:
- “The Commission shall include on that list the ADR entities established in the EFTA States and listed in accordance with paragraph 2.”

71. {40} **32015 L 2302**: Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1).

The provisions of the Directive shall, for the purposes of this Agreement, be read with the following adaptation:

In Article 14(4), as regards the EFTA States, the words “the Union” shall read “an EFTA State”.

ACTS OF WHICH THE CONTRACTING PARTIES SHALL TAKE NOTE

The Contracting Parties take note of the content of the following acts:

8. **388 X 0590**: Commission Recommendation 88/590/EEC of 17 November 1988 concerning payment systems and in particular the relationship between cardholder and card issuer (OJ No L 317, 24.11.1988, p. 55).
9. **388 Y 0611(01)**: Council Resolution 88/C 153/01 of 7 June 1988 on consumer protection in the indication of the prices of foodstuffs and non-food products (OJ No C 153, 11.6.1988, p. 1).
- 10.{41} **392 X 0295**: Commission Recommendation 92/295/EEC of 7 April 1992 on codes of practice for the protection of consumers in respect of contracts negotiated at a distance (distance selling) (OJ No L 156, 10.6.1992, p. 21).
- 11.{42} **393 Y 0420(01)**: Council Resolution 93/C 110/01 of 5 April 1993 on future action on the labelling of products in the interest of the consumer (OJ No C 110, 20.4.1993, p. 1).
- 12.{43} **379 Y 0630(01)**: Council Resolution of 19 June 1979 on the indication of the prices of foodstuffs and non-food household products prepacked in pre-established quantities (OJ No C 163, 30.6.1979, p. 1).
- 13.{44} **486 Y 0723(07)**: Council Resolution and the Ministers for Education meeting within the Council of 9 July 1986 on consumer education in primary and secondary schools (OJ No C 184, 23.7.1986, p. 21).
- 14.{45} **387 Y 0107(01)**: Council Resolution of 15 December 1986 on the integration of consumer policy in the other common policies (OJ No C 3, 7.1.1987, p. 1).

{40} Point and adaptation text inserted by Decision No 187/2017 (OJ L [to be published] and EEA Supplement No [to be published]), e.i.f. pending.

{41} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{42} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{43} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{44} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{45} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

- 15.{⁴⁶} **387 Y 0704(03)**: Council Resolution of 25 June 1987 on consumer safety (OJ No C 176, 4.7.1987, p. 3).
- 16.{⁴⁷} **387 Y 0704(02)**: Council Resolution of 25 June 1987 on consumer redress (OJ No C 176, 4.7.1987, p. 2).
- 17.{⁴⁸} **388 X 0041**: Commission Recommendation 88/41/EEC of 10 December 1987 on the involvement and improvement of consumer participation in standardization (OJ No L 23, 28.1.1988, p. 26).
- 18.{⁴⁹} **398 X 0257**: Commission Recommendation 98/257/EC of 30 March 1998 on the principles applicable to the bodies responsible for out-of-court settlement of consumer disputes (OJ L 115, 17.4.1998, p. 31).
- 19.{⁵⁰} **32001 H 0310**: Commission Recommendation 2001/310/EC of 4 April 2001 on the principles for out-of-court bodies involved in the consensual resolution of consumer disputes (OJ L 109, 19.4.2001, p. 56).
- 20.{⁵¹} **32001 H 0193**: Commission Recommendation 2001/193/EC of 1 March 2001 on pre-contractual information to be given to consumers by lenders offering home loans (OJ L 69, 10.3.2001, p. 25).
- 21.{⁵²} **32010 H 0304**: Commission Recommendation 2010/304/EU of 12 May 2010 on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries (OJ L 136, 2.6.2010, p. 1).
- 22.{⁵³} **32011 H 0136**: Commission Recommendation 2011/136/EU of 1 March 2011 guidelines for the implementation of data protection rules in the Consumer Protection Cooperation System (CPCS) (OJ L 57, 2.3.2011, p. 44).
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{⁴⁶} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{⁴⁷} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{⁴⁸} Point inserted by Decision No 7/94 (OJ L 160, 28.6.1994, p. 1 and EEA Supplement No 17, 28.6.1994, p. 1), e.i.f. 1.7.1994.

{⁴⁹} Point inserted by Decision No 13/2000 (OJ L 103, 12.4.2001, p. 26 and EEA Supplement No 20, 12.4.2001, p. 146), e.i.f. 29.1.2000.

{⁵⁰} Point inserted by Decision No 160/2001 (OJ L 65, 7.3.2002, p. 40 and EEA Supplement No 13, 7.3.2002, p.23), e.i.f. 19.01.2002.

{⁵¹} Point inserted by Decision No 84/2003 (OJ L 257, 9.10.2003, p. 41 and EEA Supplement No 51, 9.10.2003, p. 24), e.i.f. 21.6.2003.

{⁵²} Point inserted by Decision No 68/2012 (OJ L 207, 2.8.2012, p. 48 and EEA Supplement No 43, 2.8.2012, p. 59), e.i.f. 31.3.2012.

{⁵³} Point inserted by Decision No 68/2012 (OJ L 207, 2.8.2012, p. 48 and EEA Supplement No 43, 2.8.2012, p. 59), e.i.f. 31.3.2012.