

Although they cannot get involved in consumer issues, the British Consul here hope that the following information provided by the experts proves useful. In order to help you help yourself, they have compiled a list of top tips to consider when buying a product or a service. The list has been provided to the Consul by the Consumer Experts in Tenerife.

#### We all have three key consumer rights:

- Goods must be fit for purpose, of satisfactory quality and fit the description given

#### Top tips to guarantee good shopping

- Compare prices before buying anything, consider value for money and remember, in Spain shops can charge as they wish but prices must always be shown. Be suspicious about bargains, if something seems too good to be true, it probably is!!
- Check labels and packaging for misspellings and poor logos, which could be signs of a fake.
- Find out if you have any guarantees or after-sales service and if returning to the UK, check that the guarantee is valid there. You may have to return the product to the supplier's country if there is a problem. Remember that guarantees should be clear, unambiguous and available



**In Spain shops can charge what they like, but prices must be displayed**

- Oficina Insular o Municipal de Información al Consumidor – OMIC (Consumers Office)- They can liaise with the establishment directly on your behalf to obtain a satisfactory resolution. Details for all offices in Tenerife are available from the Canaries Autonomous Government website: <http://www.gobcan.es/cicnt/temas/consumo/informa/tenerife.html>

- Junta Arbitral de Consumo de Canarias (System of Consumer Arbitration), only for those establishments associated to the system. This system consists of a fast, simple and free procedure for the resolution of any commercial dispute.

- If the establishment is not associated to the System of Consumer Arbitration, you can direct your complaint to the Dirección General de Consumo del Gobierno de Canarias (Canaries Autonomous Government Consumers Office) : [www.gobcan.es/cicnt/temas/consumo](http://www.gobcan.es/cicnt/temas/consumo)
- For timeshare/holiday clubs or any other tourist related matter, you should contact the Consejería de Turismo del Gobierno de Canarias (Tourist Board): They have the power to investigate and sanction if necessary: <http://www.gobiernodecanarias.org/turismo/>

Remember that the Consulate will not be able to advise you on consumer issues but we hope that you find the tips provided above useful.

#### KNOW YOUR CONSUMER RIGHTS

# Shop clever

for you to see before you make a purchase.

- Examine the quality of the goods and if applicable, ask the seller to test the product in your presence.
- Ask for the receipt and always keep it together with the guarantee. Remember that the receipt is absolutely essential in case you need to change or repair the product. Keeping the receipt will also allow you to benefit from the two year guarantee. Remember that not all establishments

are obliged to reimburse the money and if they do, this should be specifically mentioned on the receipt.

- When paying with credit/debit card, always double check the amount before you sign the receipt.

#### How to avoid bogus holiday clubs

- Never confuse timeshare with a holiday club. Timeshare is regulated by law and in Spain has a 10 day cooling-off period in which you can cancel the

contract and have your money refunded. Holiday clubs are not regulated by law.

- Never provide any personal or financial information before you establish if the company is legitimate.
- Take your time to read the contract carefully and to think about the implications before making a decision.
- Make sure that everything that was promised to you at the presentation is confirmed in writing on the contract.

- Don't sign anything, no matter how pressured you feel, unless you are absolutely sure it's exactly what you want. If you are unsure of your position, don't sign, wait until you get home and seek legal advice.

- Remember: The chances of winning a luxury holiday in Tenerife or anywhere else in the world just by scratching a card in the middle of the street are very remote, so be very careful!!

#### How to make a complaint

- Hoja de Reclamaciones (Complaints Book) available from any establishment selling products or services

To continue with their efforts to provide an effective, modern and professional delivery service, The British Consul are issuing the following guidance on the notarial services they offer at their premises at the British Consulate in Santa Cruz de Tenerife and also at their Consular Surgery South located in Lloyds TSB, Costa Adeje.

The fees charged for these services can be paid by credit/debit card (Visa, Visa Electron and MasterCard) or alternatively in cash (Euros only). The consul have also asked us to remind our readers that "our Consulate staff speak English and Spanish and they are very experienced in local customs and have a good knowledge of the British system", but also of importance..."Consulate staff are unable to give you any legal advice. However, a list of English speaking lawyers in Tenerife is available on request."

#### Consul note

## Notarial services guide

Preparing any certificate in standard form (i.e Consular Registration Certificate, Certificates of Law, EHIC Certificate)	€43.-
Preparing any certificate otherwise than in standard form	€54.-
Attesting or legalising a signature (bank purposes, wills, private pensions, power of attorney, etc)	€63.-
Administering an oath or receiving a declaration or affirmation (bank purposes, wills, power of attorney, etc)	€63.-
Verifying a copy of a document such as a passport, driving licence, etc for banking transactions or any other purposes (First five copies)	€30.-
Translations of standard UK certificates such as Birth, Marriage, Death Certificates and Divorce Decree Absolute (from English into Spanish and viceversa)	€109.-
Receiving notice of an intended marriage	€75.-
Issuing a certificate that no impediment to an impending marriage exists	€75.-
Processing the legalisation of documents issued in the UK for their use in Spain by forwarding them to the FCO in London (Apostille of the Hague Convention)	€44.-
Change of residence Certificate/ Baja Consular	€149.-
Certificate of "Soltería"	€149.-

- For further information, please contact the Consul quoting the following reference: INFNOT08.

- The Consul's customary business office hours are: Monday to Friday, from 08:30am to 1:30pm. Telephone 922-286863. Address: Plaza Weyler, nº 8 -1º Santa Cruz de Tenerife or, only by appointment and twice a week, from 10:00am to 1:30pm at Lloyds TSB, Avenida Bruselas, local 3. Centro Comercial Terrazas del Duque, 38670 Costa Adeje.

- For more information on our services please check [ukinspain.fco.gov.uk](http://ukinspain.fco.gov.uk)

\*Please note that due to fluctuations in the rate of exchange the above fees may be subject to changes.