# Press release

# Black Friday Hangover? How to Handle Post-Sale

# Regrets Bought something you’re not sure about? You may still have a way out – but only if you meet these conditions.

# After Black Friday, the thrill of snagging a deal can quickly give way to second thoughts. If you’re feeling buyer’s remorse, you’re not alone. Fortunately, thanks to the European Union’s right of withdrawal, most online purchases can be returned within 14 days.

# To take advantage of this option, though, you’ll need to understand the fine print. Black Friday can be a good opportunity for deals, but it can also lead to unnecessary impulse purchases, explained Fortunately, the EU provides a right of withdrawal. It protects consumers from high-pressure sales tactics and gives them a chance to reconsider.

# However, not every item is covered by this right.

# Here are the five key points you need to know: Conditions for the Right of Withdrawal:

# 1. Applies Only to Long-Distance Purchases: The right of withdrawal is valid for most online, phone, or mail orders. Items bought in-store are not covered. However, some shops may offer voluntary returns for in-store purchases.

# 2. Notify Within 14 Days: To use this right, consumers must inform the seller of their decision to withdraw within 14 days of receiving the goods.

# 3. Simple Process: Informing the seller can be as easy as sending an email – no formal letter required. Consumers should keep proof of their notification. Note that some stores rely on a pre-arranged return label system – always check the store’s specific return conditions.

#  Return Within 14 Days of Notification:

#  After notifying the seller, consumers have an additional 14 days to return the items in good condition.

#  Return Shipping Costs May Apply: Consumers are typically responsible for return shipping costs unless the seller specifies otherwise. Some stores offer return shipping free of charge on a voluntary basis, so check the return policy.

# What’s Excluded Certain items are not eligible for return under this right, including:

# • Personalised or Custom-Made Products

# • Unsealed Health or Hygiene Products: Once opened, these cannot be returned for health and safety reasons.

# • Digital Content: If accessed or downloaded after purchase, digital content is non-refundable.

# • Event Tickets and Bookings: Time-bound services such as travel, tickets, hotel bookings, or rental cars are also excluded. Check with your case-handler. Some countries allow immediate withdrawal, others require consumers to receive the goods first.

# When You Can Return a Product Even After 14 Days There’s one situation where you may still return a product after the 14-day deadline:

#  if it is faulty. Remember that even during Black Friday, your warranty rights apply across the EU, If a product breaks or is defective, you are entitled to a repair, replacement, or refund under EU law.

# Insist on this right, as some shops may try to deny it due to the discounts.

# If you’re uncertain about your rights or encounter difficulties with a return, the European Consumer Centre Cyprus is here to help – free of charge. Contact ECC Cyprus at ecccyprus@meci.gov.cy for guidance and support.