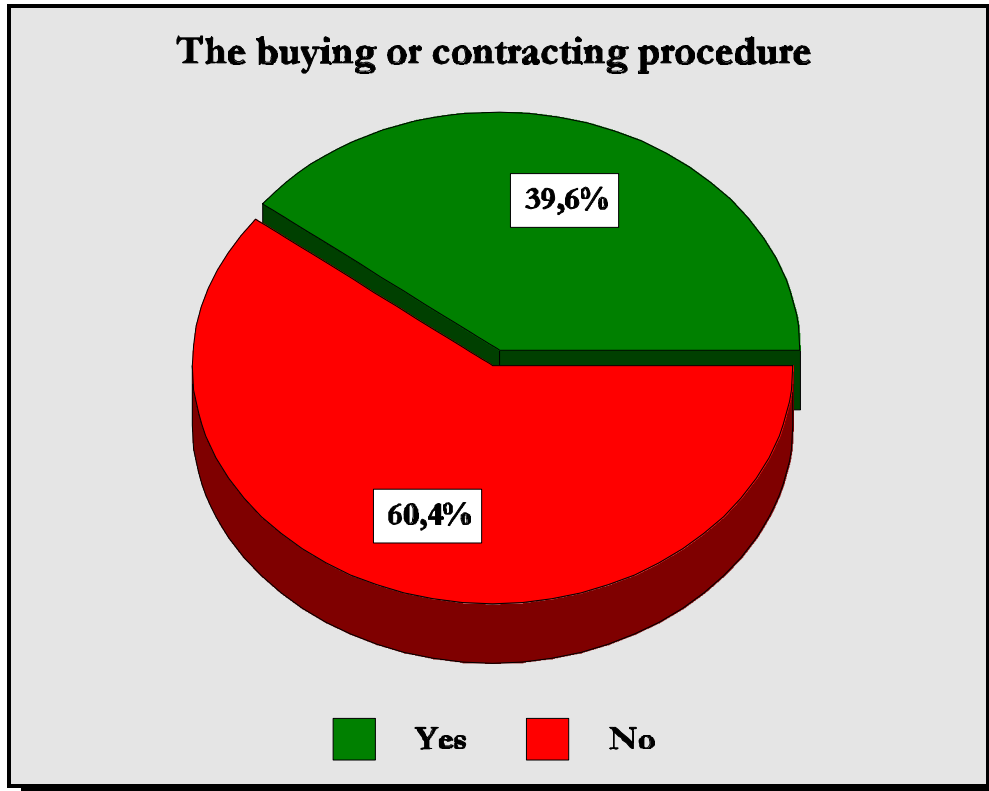


Europe: An Evaluation of Formation of Contracts

3. Contracts

3.1. Does the site supply sufficient information about the way the buying or contracting procedure works and specifies all the separate steps to be taken by the purchaser?

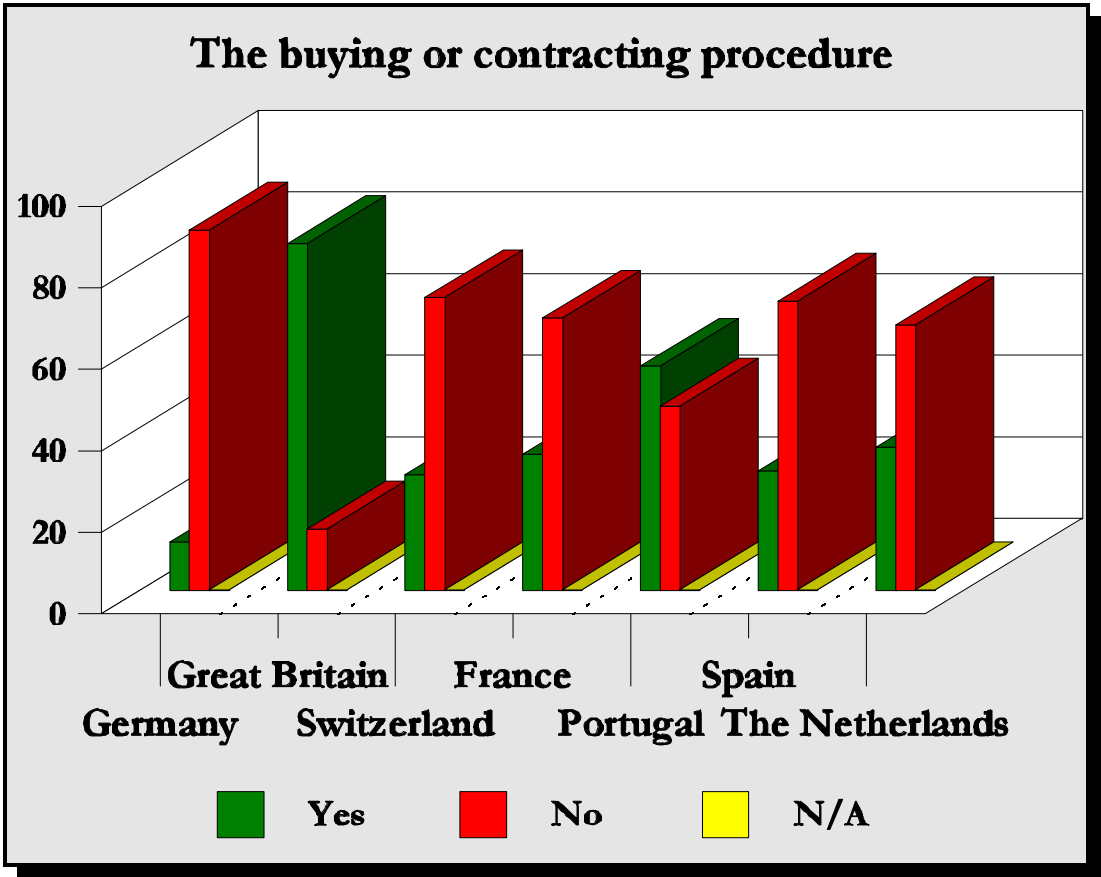
the buying or contracting procedure works	Per cent
Yes	39,6
No	60,4
N/A	0,0



Comparison between selected European Countries

3.1. Does the site supply sufficient information about the way the buying or contracting procedure works and specify all the separate steps to be taken?

Per cent	Yes	No	N/A
Germany	11,7	88,3	0,0
Great Britain	85,0	15,0	0,0
Switzerland	28,3	71,7	0,0
France	33,3	66,7	0,0
Portugal	54,9	45,1	0,0
Spain	29,2	70,8	0,0
The Netherlands	35,0	65,0	0,0



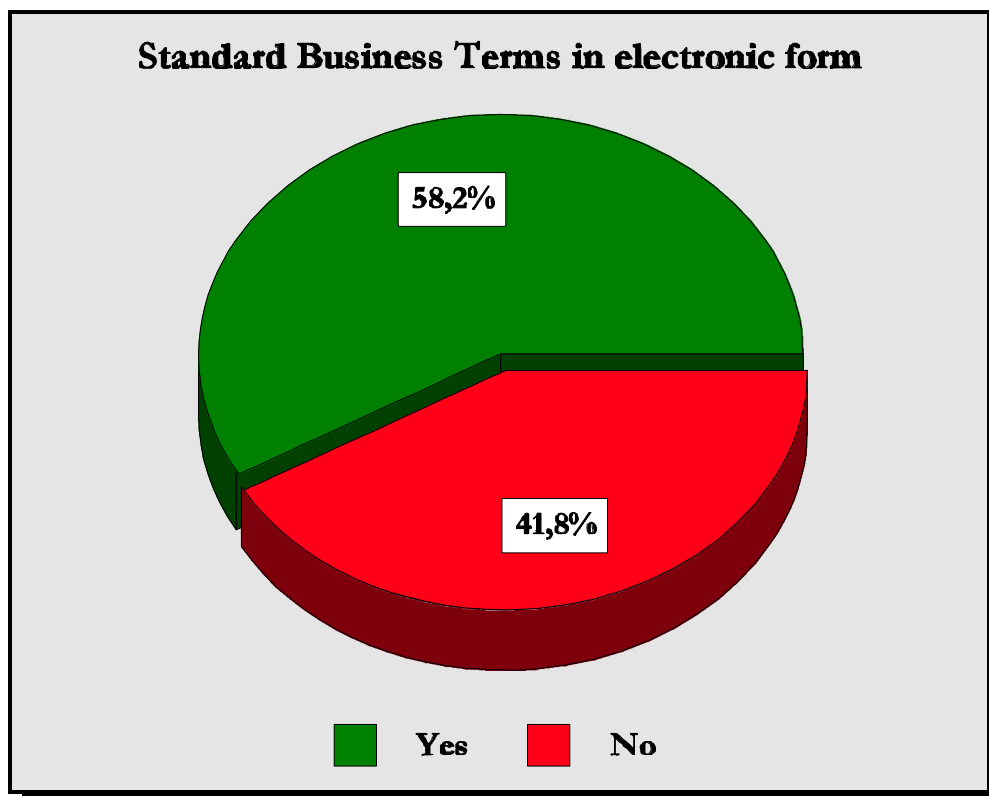
Europe: An Evaluation of Contractual Terms

4. Obligations

4.1 Standard Business Terms („SBT“)

4.1.1. Does the site provide the site operator's SBT in an electronic form for its users?

Standard Business Terms in electronic form	Per cent
Yes	58,2
No	41,8
N/A	0,0



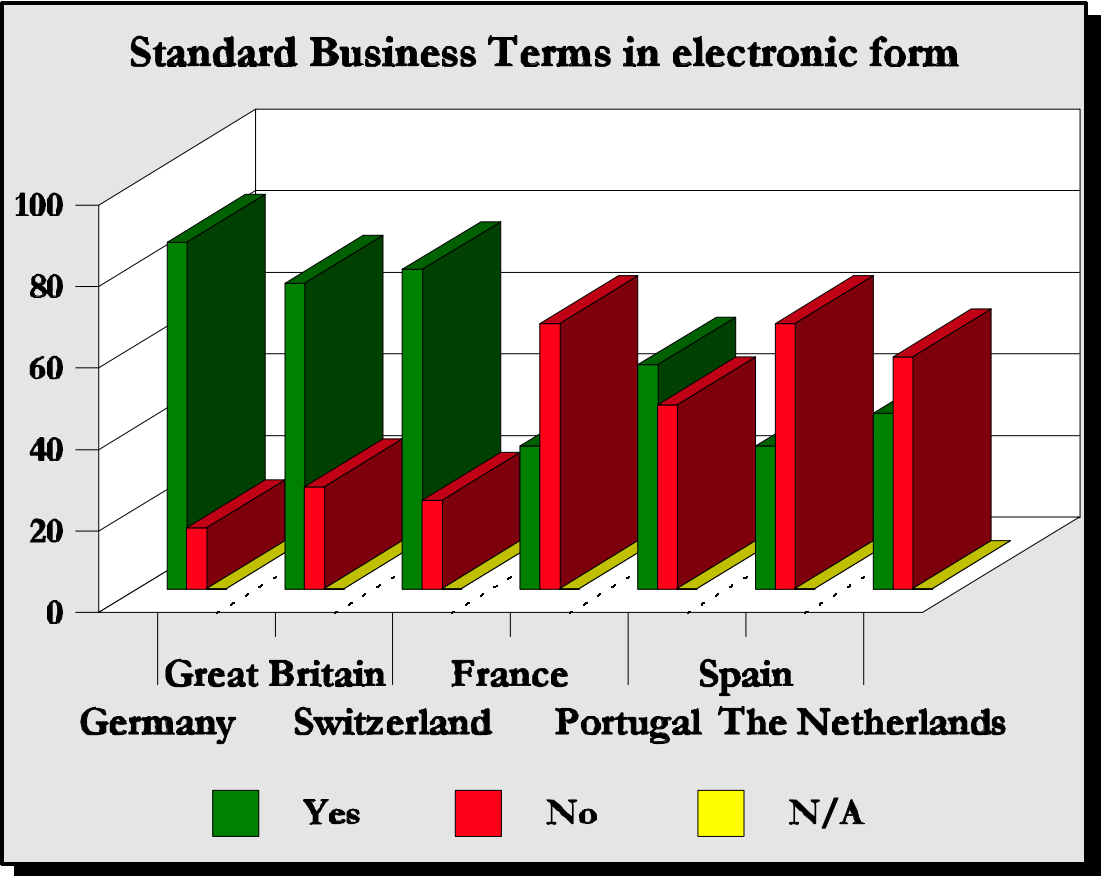
Comparison between selected European Countries

4. Obligations

4.1. Standard Business Terms

4.1.1. Does the site provide the site operator's SBT in an electronic form for its users?

Per cent	Yes	No	N/A
Germany	85,0	15,0	0,0
Great Britain	75,0	25,0	0,0
Switzerland	78,3	21,7	0,0
France	35,0	65,0	0,0
Portugal	54,9	45,1	0,0
Spain	35,0	65,0	0,0
The Netherlands	43,1	56,9	0,0

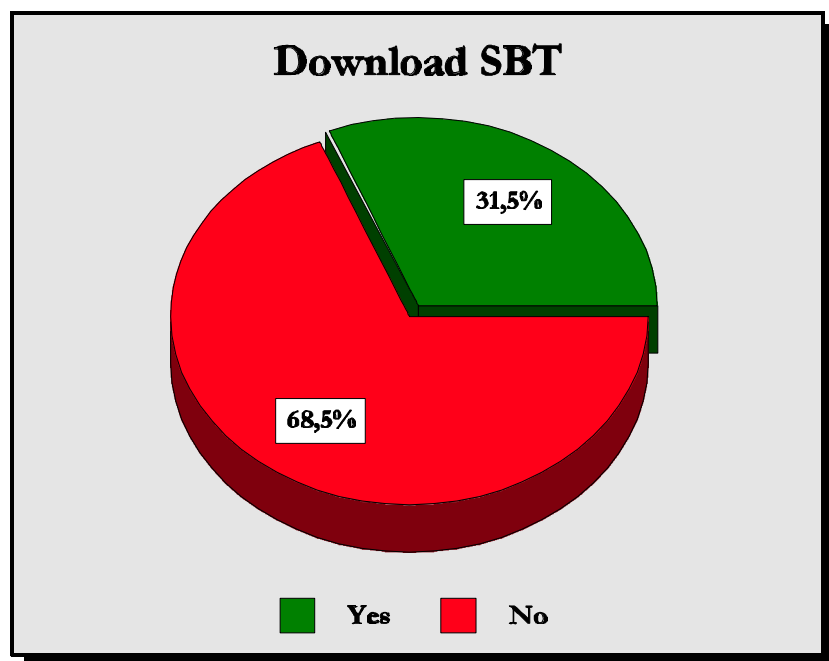


Europe: An Evaluation of SBT

4.1.2. Does the site allow ist users to...

a.) Download SBT?

Download SBT	Per cent
Yes	31,5
No	68,5
N/A	0,0



Comparison between selected European Countries

4.1.2. Does the site allow ist users to

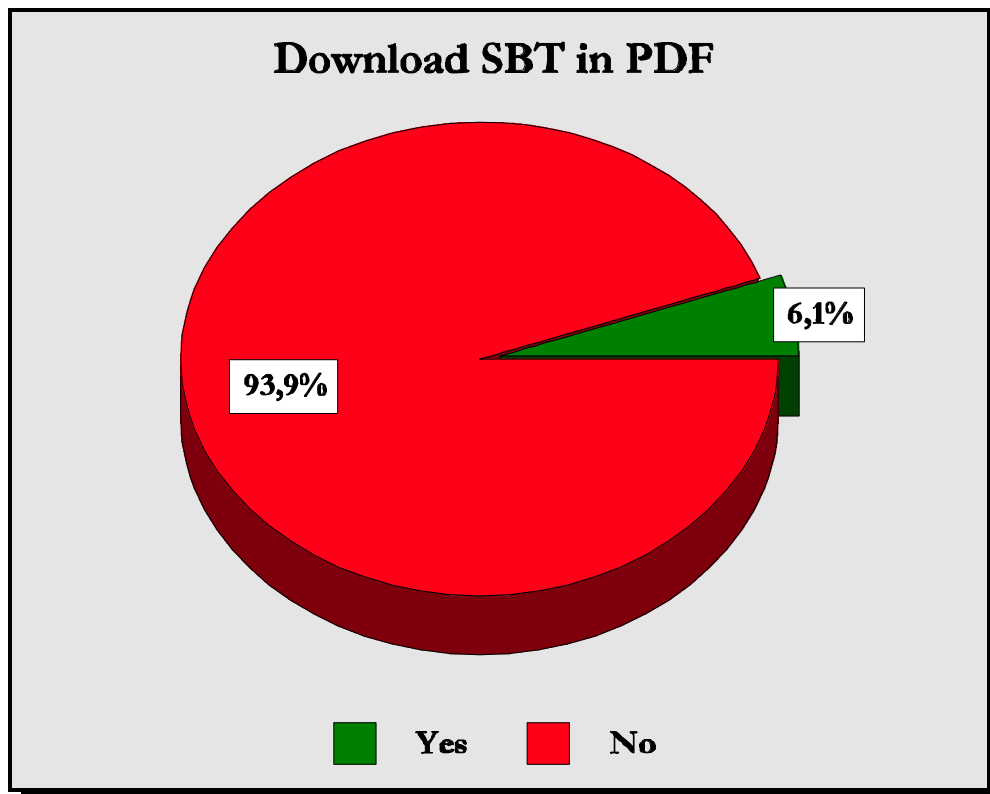
a.) *Download SBT?*

Per cent	Yes	No	N/A
Germany	80,0	20,0	0,0
Great Britain	30,0	70,0	0,0
Switzerland	61,7	38,3	0,0
France	11,7	88,3	0,0
Portugal	19,6	80,4	0,0
Spain	5,0	95,0	0,0
The Netherlands	10,3	89,7	0,0

Europe: An Evaluation of SBT

b.) Download SBT in PDF ?

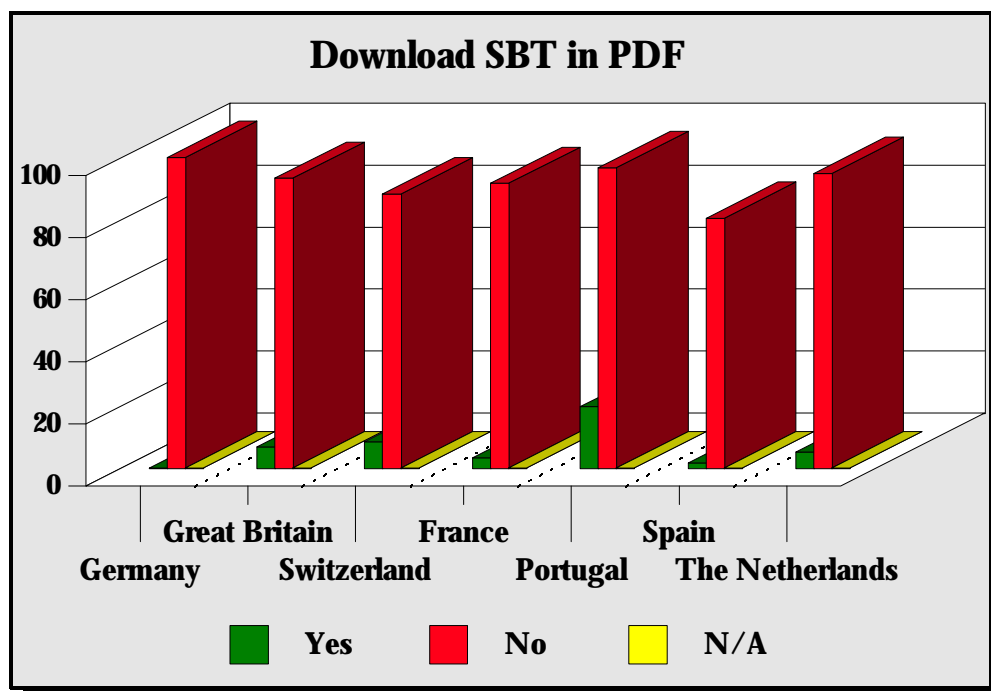
Download SBT in PDF	Per cent
Yes	6,1
No	93,9
N/A	0,0



Comparison between selected European Countries

b.) Download SBT in PDF?

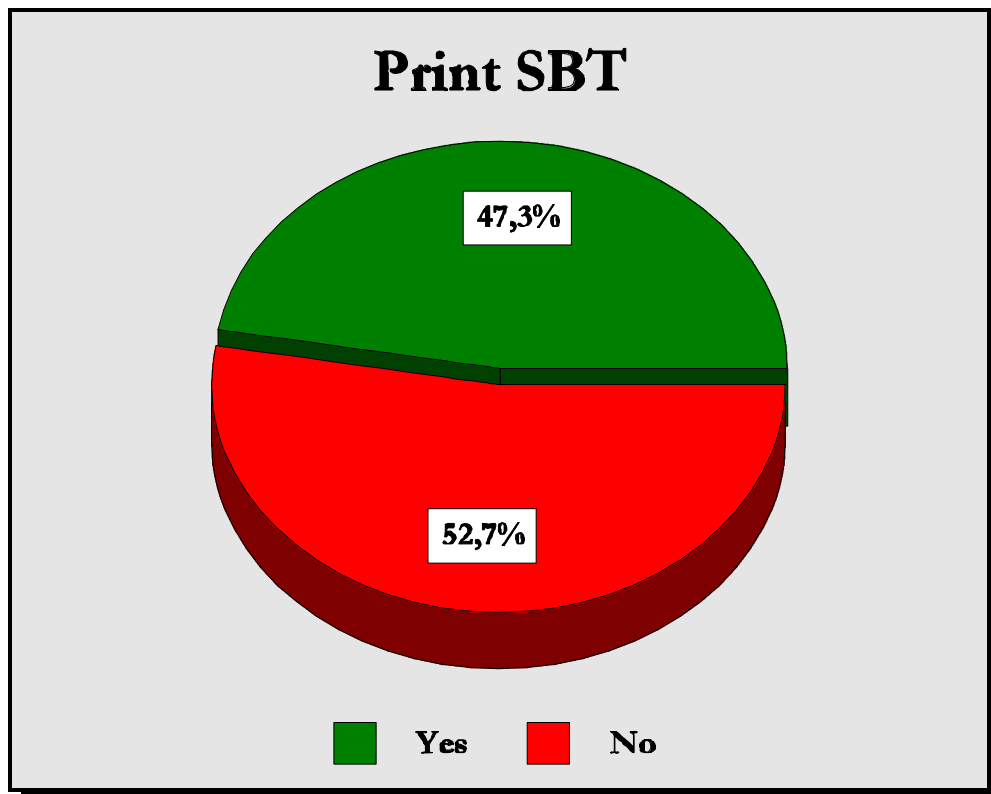
Per cent	Yes	No	N/A
Germany	0,0	100,0	0,0
Great Britain	6,7	93,3	0,0
Switzerland	8,3	91,7	0,0
France	3,3	96,7	0,0
Portugal	19,6	80,4	0,0
Spain	1,6	98,4	0,0
The Netherlands	5,1	94,9	0,0



Europe: An Evaluation of SBT

c.) *Print SBT?*

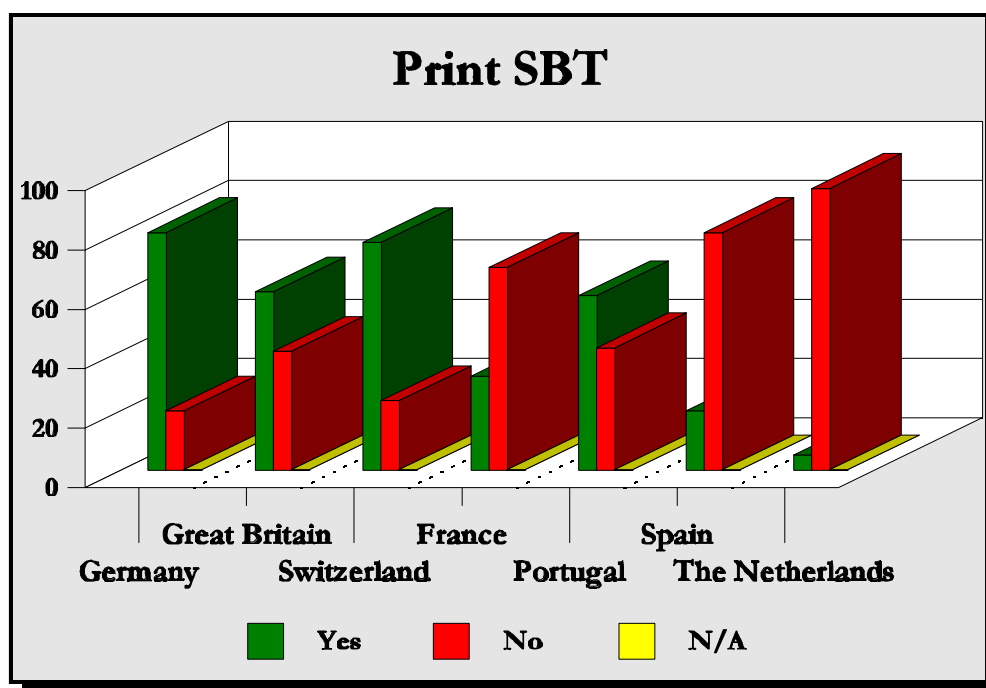
Print SBT	Per cent
Yes	47,3
No	52,7
N/A	0,0



Comparison between selected European Countries

c.) Print SBT?

Per cent	Yes	No	N/A
Germany	80,0	20,0	0,0
Great Britain	60,0	40,0	0,0
Switzerland	76,7	23,3	0,0
France	31,7	68,3	0,0
Portugal	58,8	41,2	0,0
Spain	20,0	80,0	0,0
The Netherlands	5,1	94,9	0,0

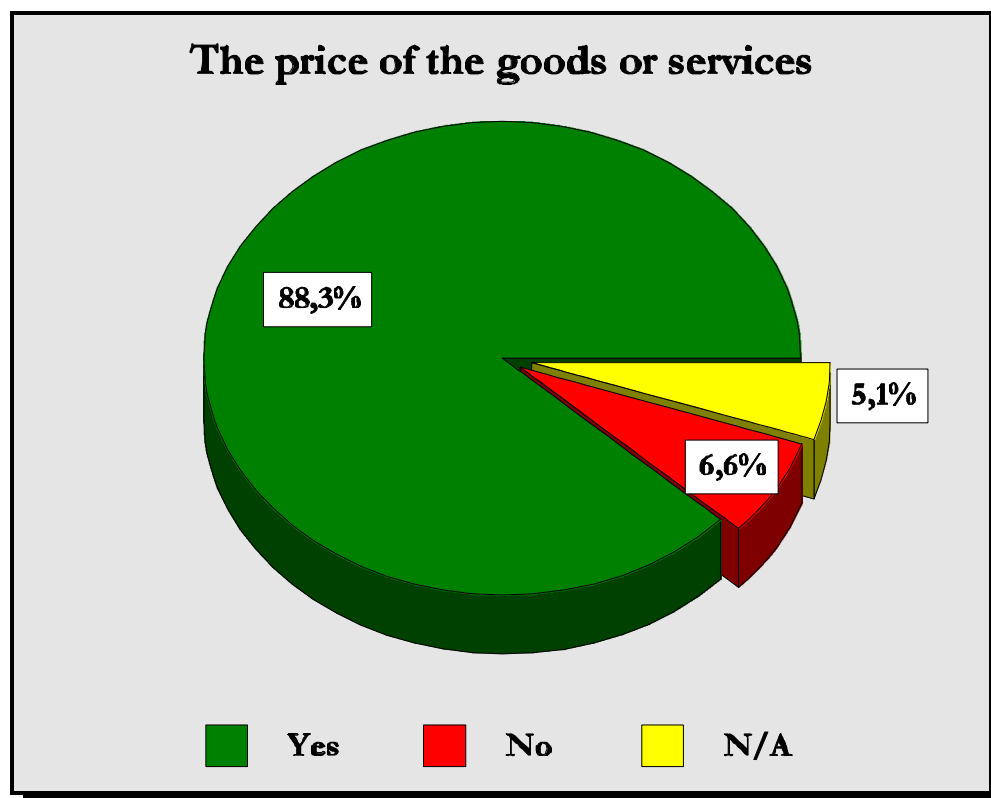


Europe: An Evaluation of Procedural Aspects

4.1.3. Does the site provide complete and correct information, in a clear and comprehensive manner, regarding the following aspects:

a.) Does it clearly state the purchase price of the goods?

the price of the goods or services	Per cent
Yes	88,3
No	6,6
N/A	5,1

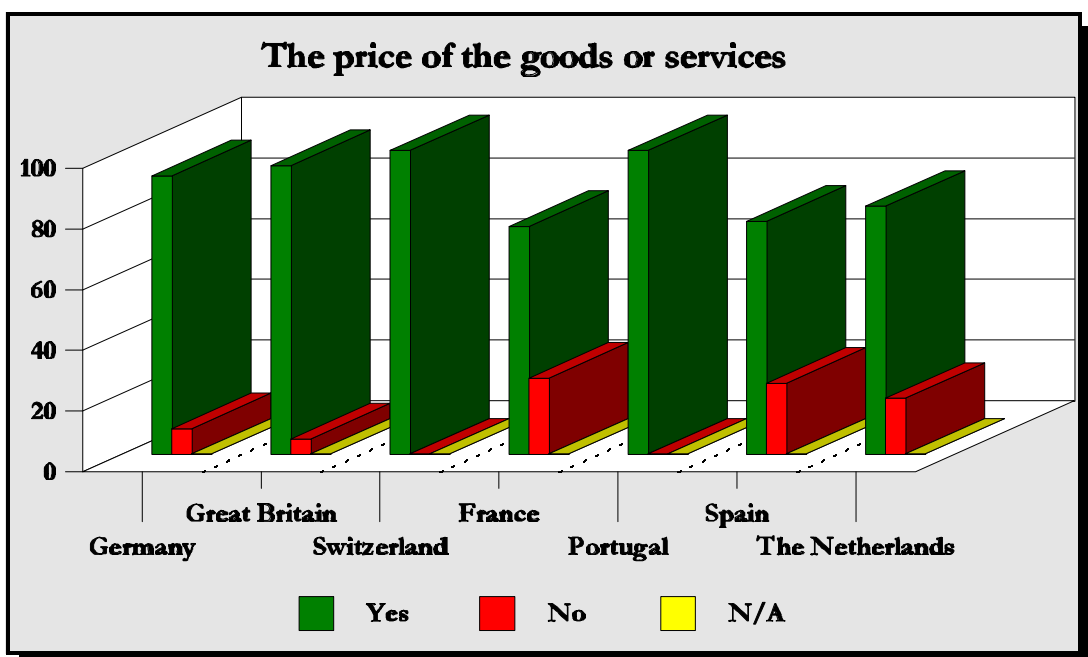


Comparison between selected European Countries

4.1.3. Does the site provide complete and correct information, in a clear and comprehensive manner, regarding the following aspects:

a.) Does it clearly state the purchase price of the goods or services?

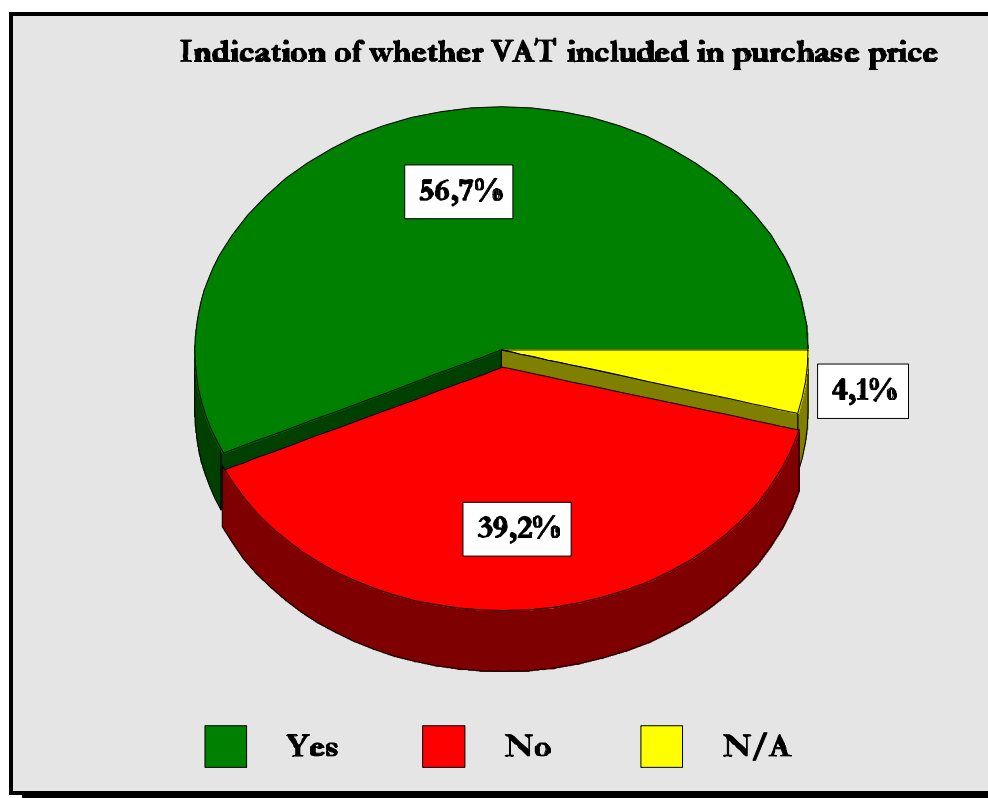
Per cent	Yes	No	N/A
Germany	91,7	8,3	0,0
Great Britain	95,0	5,0	0,0
Switzerland	100,0	0,0	0,0
France	75,0	25,0	0,0
Portugal	100,0	0,0	0,0
Spain	76,7	23,3	0,0
The Netherlands	81,7	18,3	0,0



Europe: An Evaluation of VAT Indication

b.) Does the site indicate whether or not VAT is included in purchase price?

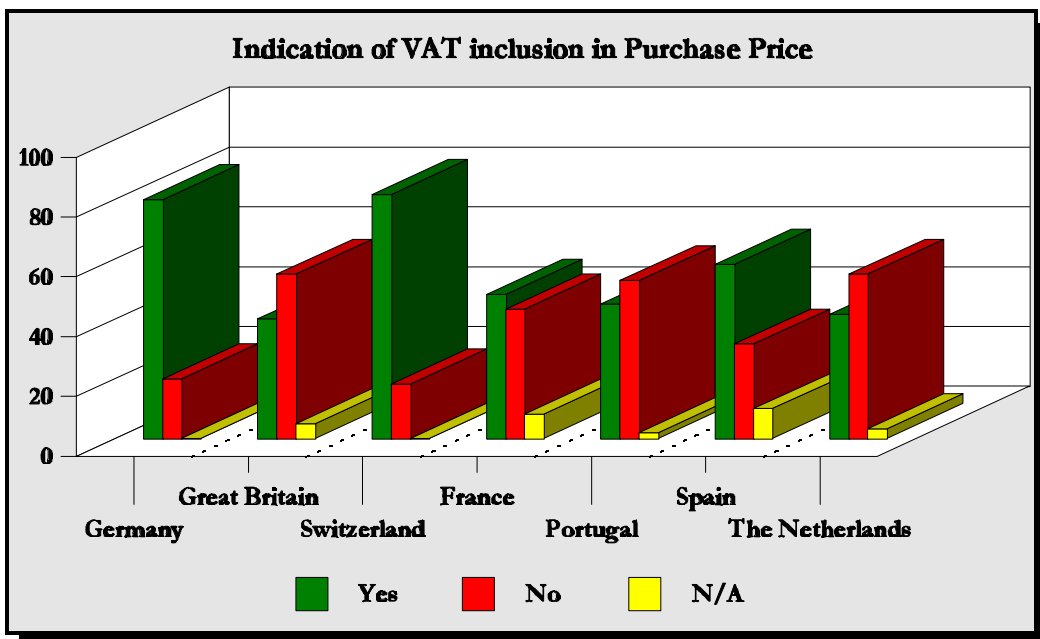
Indication of whether VAT included in purchase price	Per cent
Yes	56,7
No	39,2
N/A	4,1



Comparison between selected European Countries

b.) Does the site indicate whether or not VAT is included in purchase price?

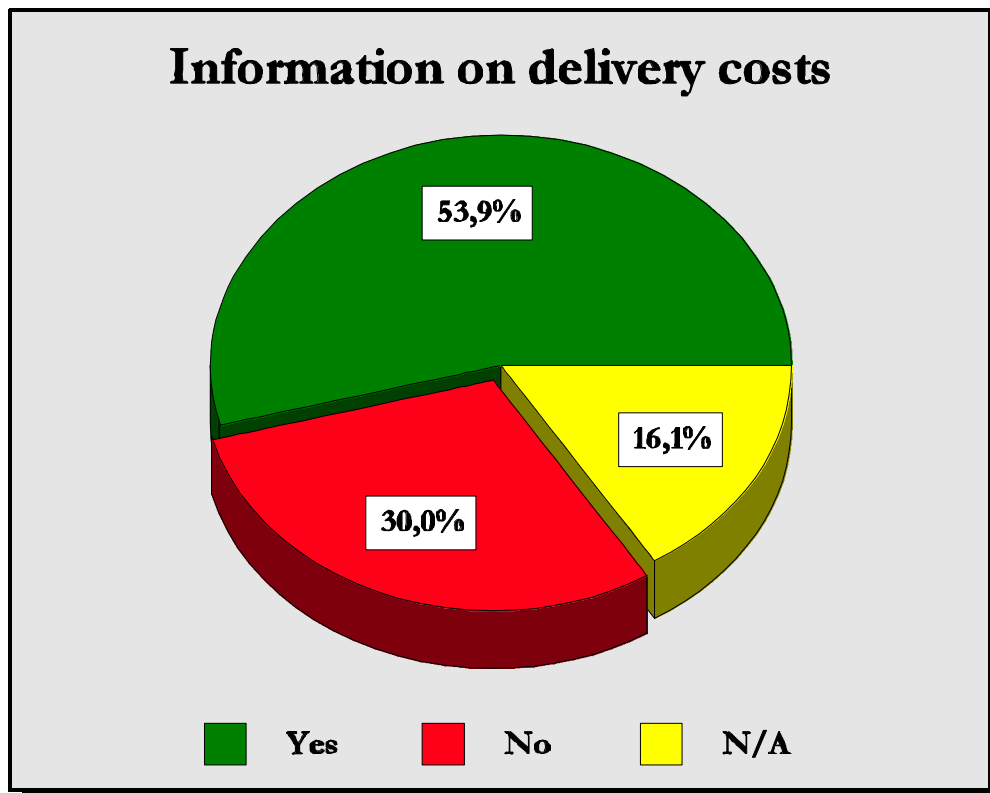
Per cent	Yes	No	N/A
Germany	80,0	20,0	0,0
Great Britain	40,0	55,0	5,0
Switzerland	81,7	18,3	0,0
France	48,3	43,3	8,4
Portugal	45,1	52,9	2,0
Spain	58,3	31,7	10,0
The Netherlands	41,7	55,0	3,3



Europe: An Evaluation of further charges, fees or costs

c.) Does the site provide information on delivery costs?

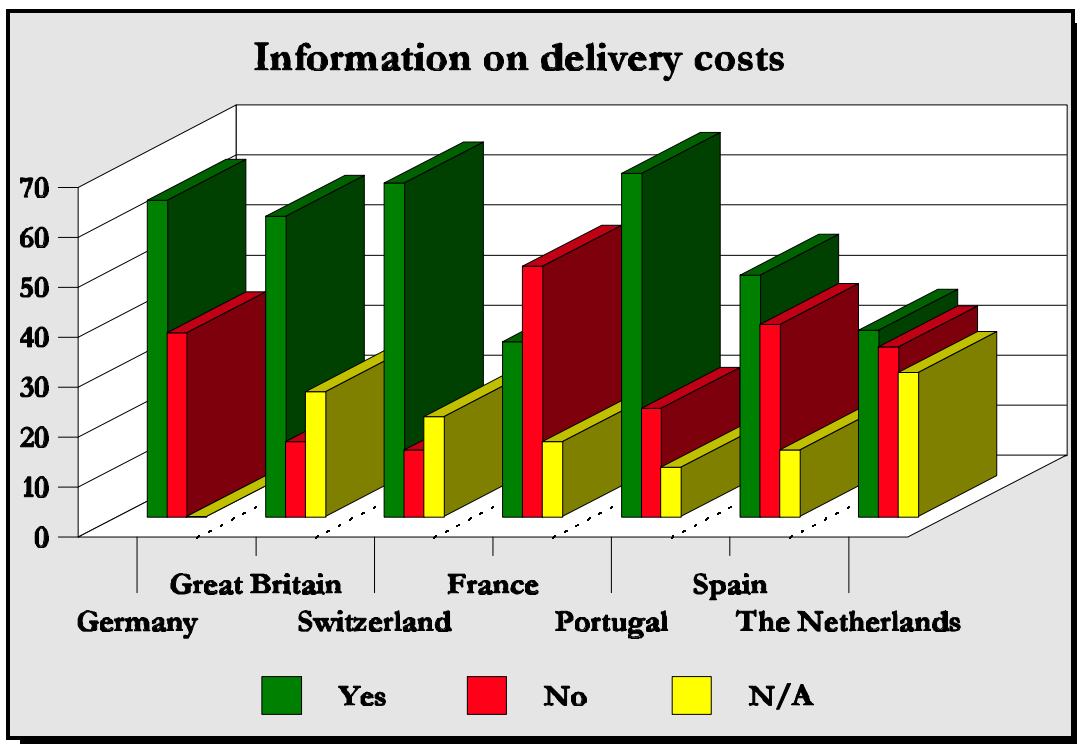
Information on delivery costs	Per cent
Yes	53,9
No	30,0
N/A	16,1



Comparison between selected European Countries

c.) Does the site provide information on delivery costs?

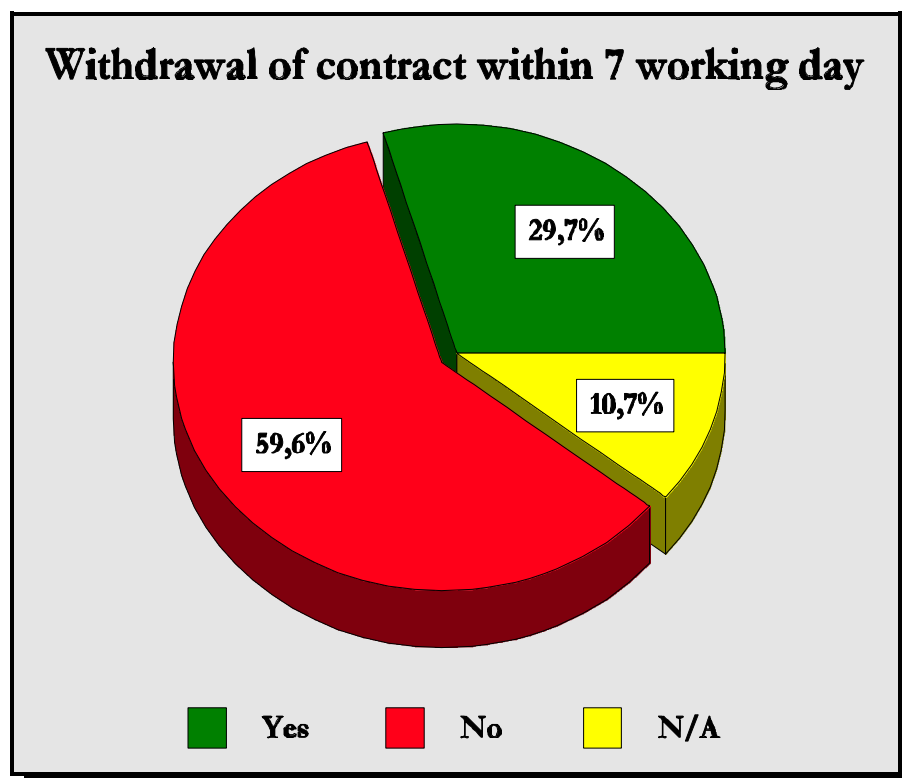
Per cent	Yes	No	N/A
Germany	63,3	36,7	0,0
Great Britain	60,0	15,0	25,0
Switzerland	66,7	13,3	20,0
France	35,0	50,0	15,0
Portugal	68,6	21,6	9,8
Spain	48,3	38,4	13,3
The Netherlands	37,3	33,9	28,8



Europe: An Evaluation of Nullification

d.) Does the site provide information about the user's right of withdrawal from the contract for whatever reasons within 7 working days?

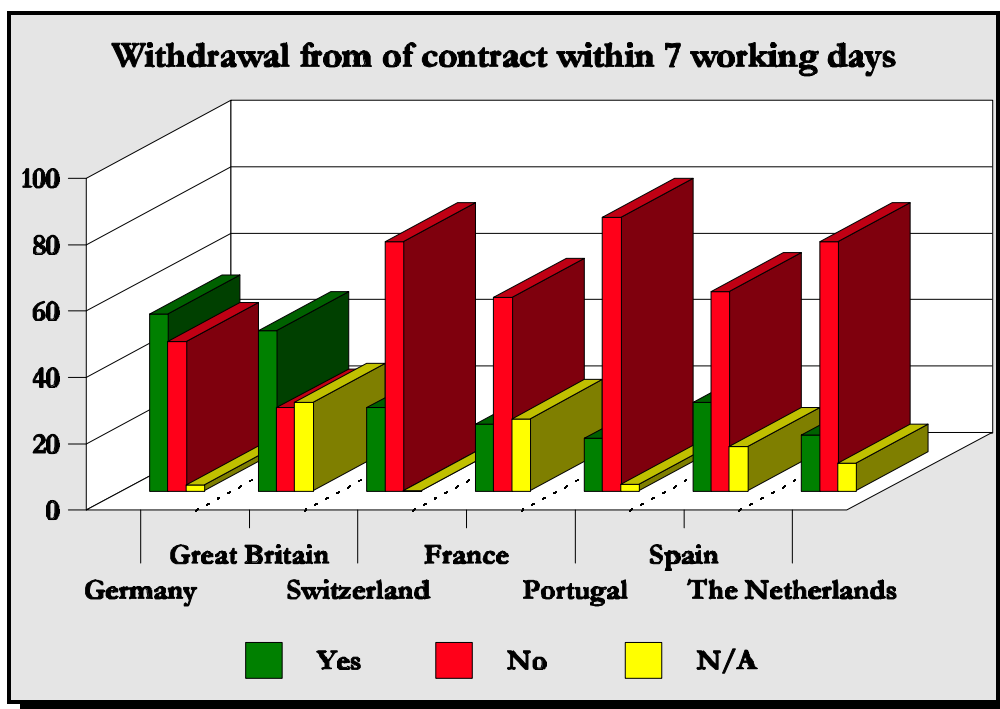
Withdrawal form of contract within 7 working days	Per cent
Yes	29,7
No	59,6
N/A	10,7



Comparison between selected European Countries

d.) Does the site provide information about the user's right of withdrawal from the contract for whatever reason within 7 working days?

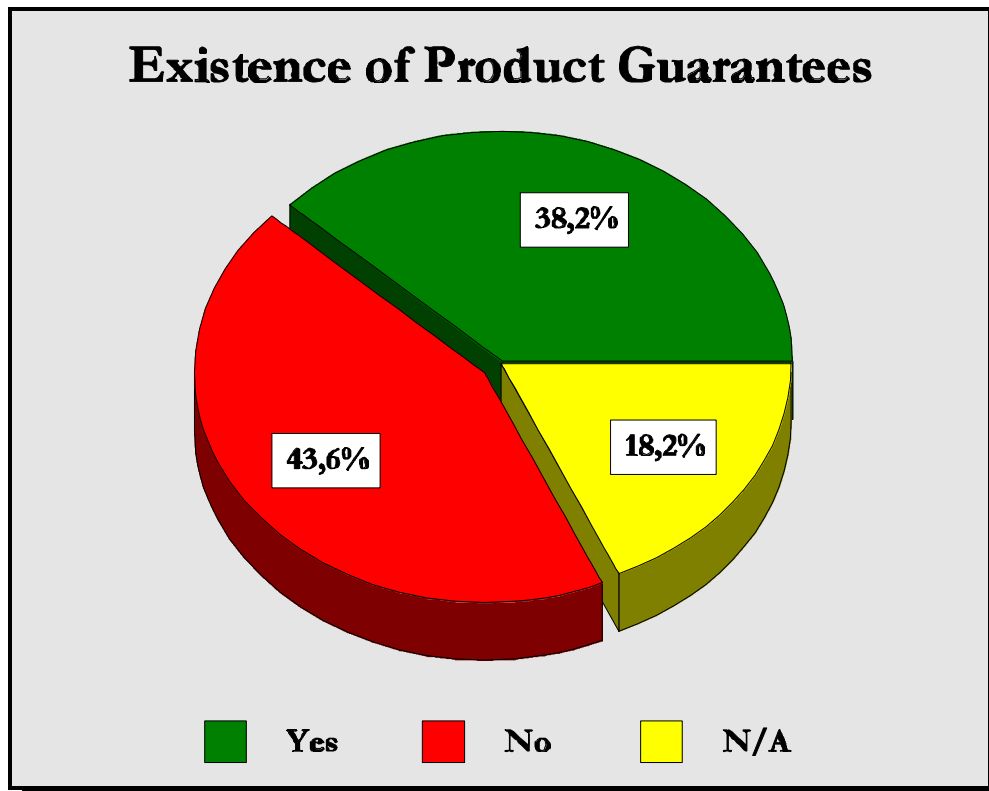
Per cent	Yes	No	N/A
Germany	53,3	45,0	1,7
Great Britain	48,3	25,0	26,7
Switzerland	25,0	75,0	0,0
France	20,0	58,3	21,7
Portugal	15,7	82,3	2,0
Spain	26,7	60,0	13,3
The Netherlands	16,7	75,0	8,3



Europe: An Evaluation of Product Guarantees

e.) Does the site provide information about whether a product guarantee is provided?

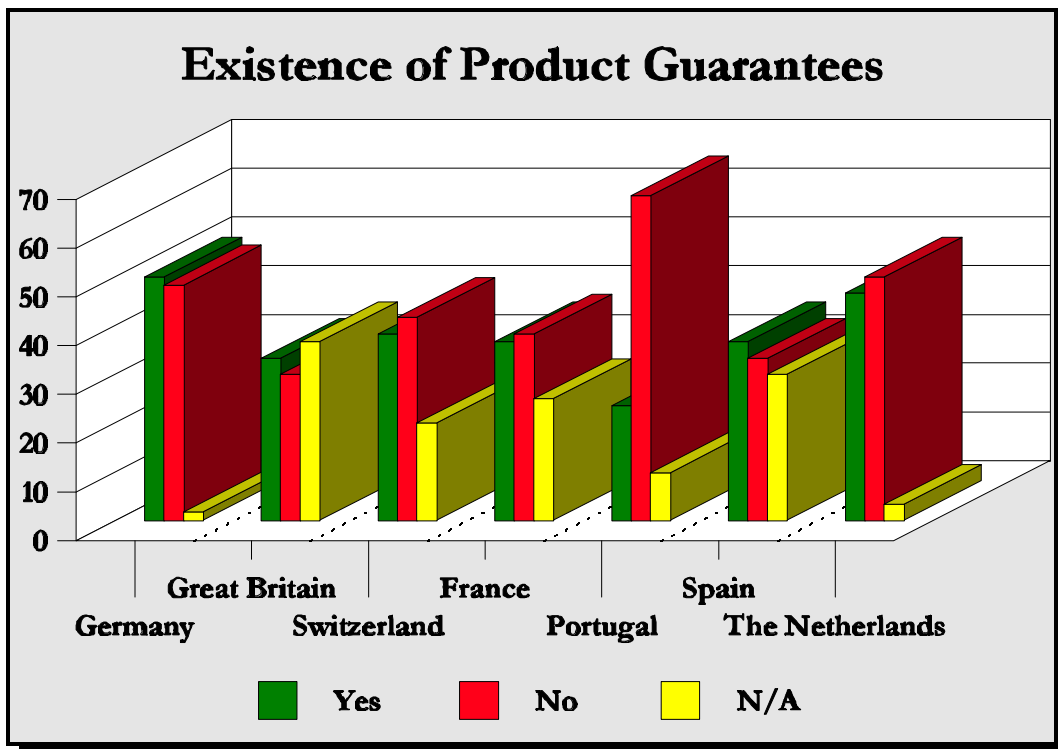
Existence of Product guarantee	Per cent
Yes	38,2
No	43,6
N/A	18,2



Comparison between selected European Countries

e.) Does the site provide information about whether a product guarantee is provided?

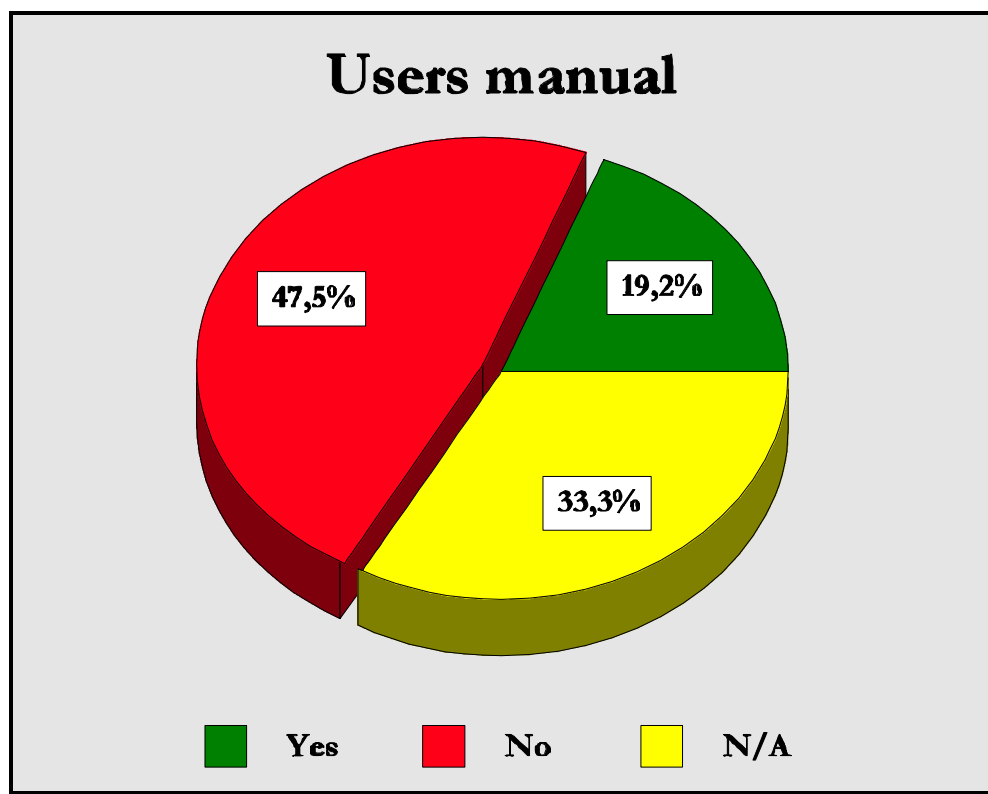
Per cent	Yes	No	N/A
Germany	50,0	48,3	1,7
Great Britain	33,3	30,0	36,7
Switzerland	38,3	41,7	20,0
France	36,7	38,3	25,0
Portugal	23,5	66,7	9,8
Spain	36,7	33,3	30,0
The Netherlands	46,7	50,0	3,3



Europe: An Evaluation of manuals

f.) Users manual?

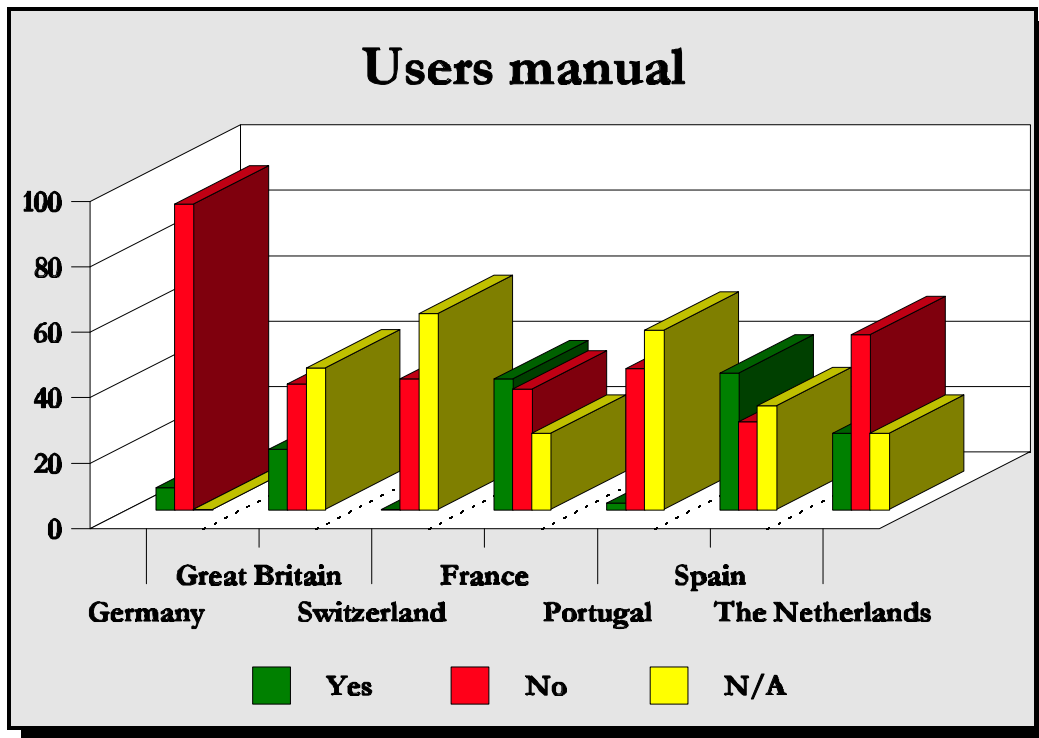
Users manual	Per cent
Yes	19,2
No	47,5
N/A	33,3



Comparison between selected European Countries

f.) Users manual?

Per cent	Yes	No	N/A
Germany	6,7	93,3	0,0
Great Britain	18,3	38,4	43,3
Switzerland	0,0	40,0	60,0
France	40,0	36,7	23,3
Portugal	2,0	43,1	54,9
Spain	41,6	26,7	31,7
The Netherlands	23,3	53,4	23,3

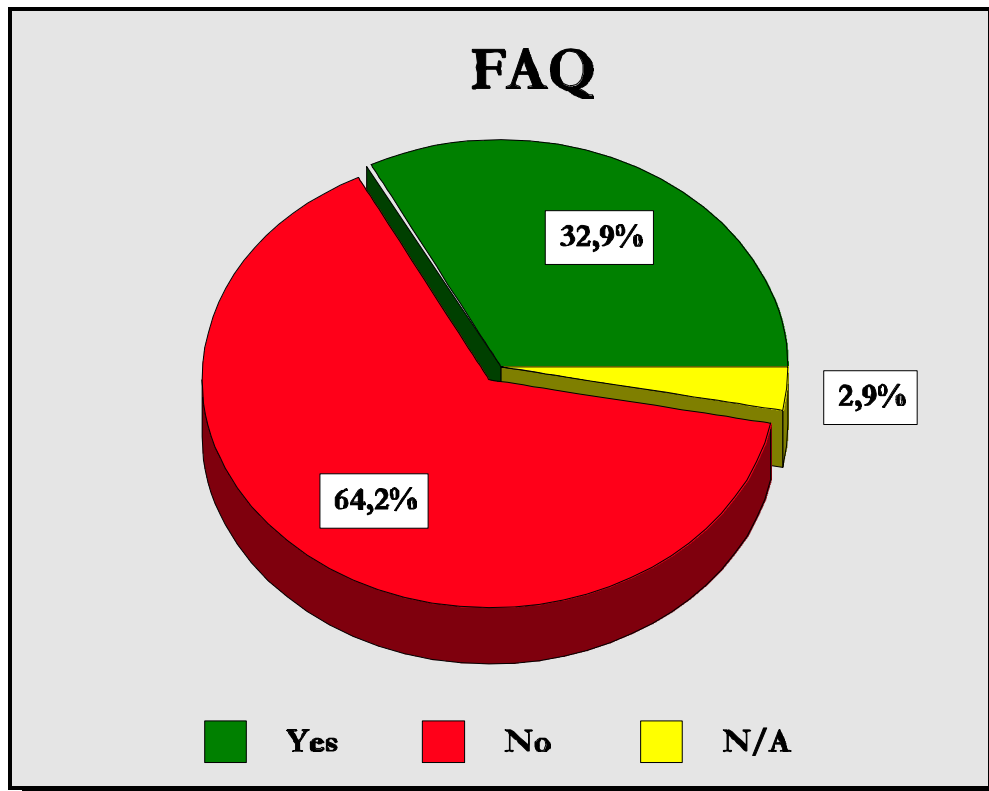


Europe: An Evaluation of FAQs

4.2. Protection against possible contractual or non-contractual liability for products, services, links to / from contents of your website.

4.2.1. Does the site provide frequently asked questions (FAQ)?

section of frequently asked questions	Per cent
Yes	32,9
No	64,2
N/A	2,9

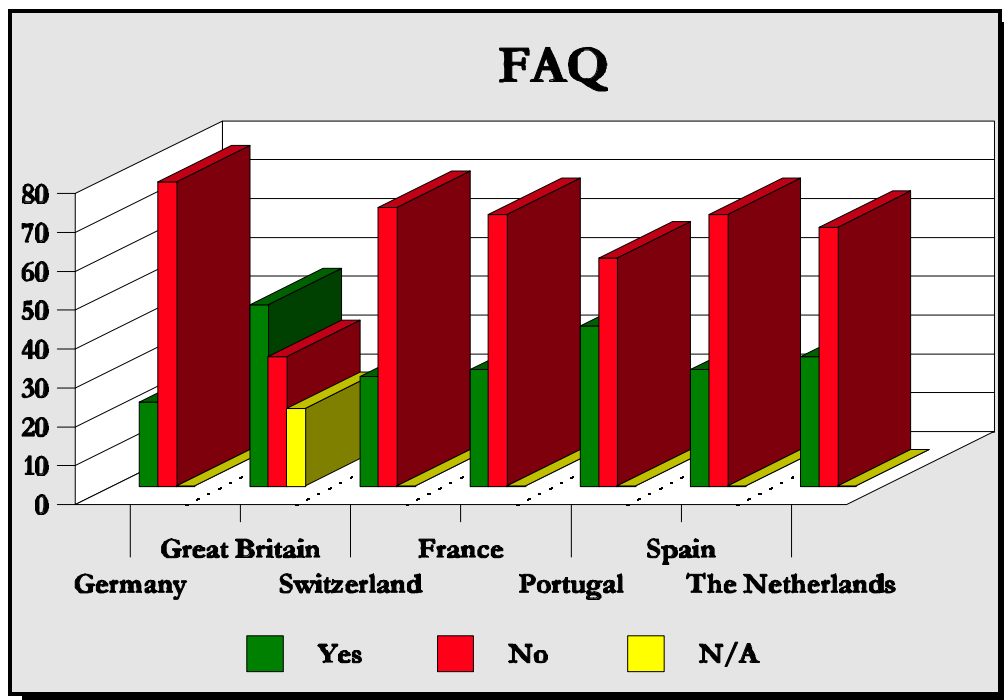


Comparison between selected European Countries

4.2. Protection against possible contractual or non-contractual liability for products, services, links or contents on your website.

4.2.1. Does the site provide for sections regarding of frequently asked questions (FAQ)?

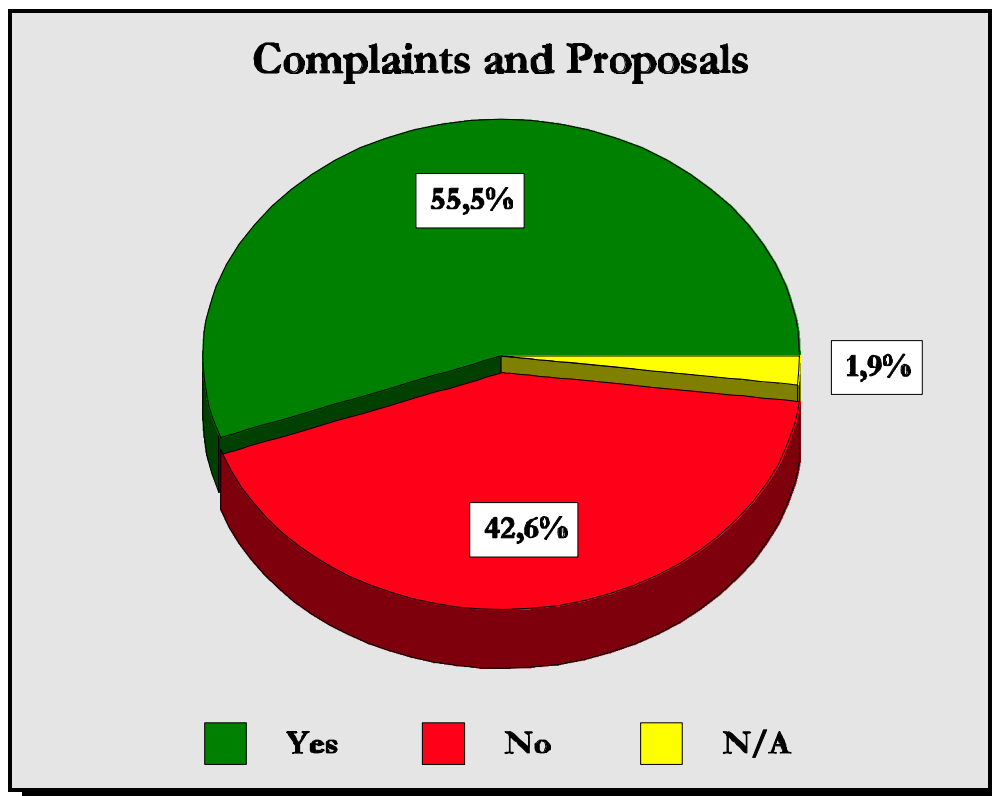
Per cent	Yes	No	N/A
Germany	21,7	78,3	0,0
Great Britain	46,7	33,3	20,0
Switzerland	28,3	71,7	0,0
France	30,0	70,0	0,0
Portugal	41,2	58,8	0,0
Spain	30,0	70,0	0,0
The Netherlands	33,3	66,7	0,0



Europe: An Evaluation of Complaints and Proposals

4.2.2. Does the site provide a section for users complaints and/or proposals?

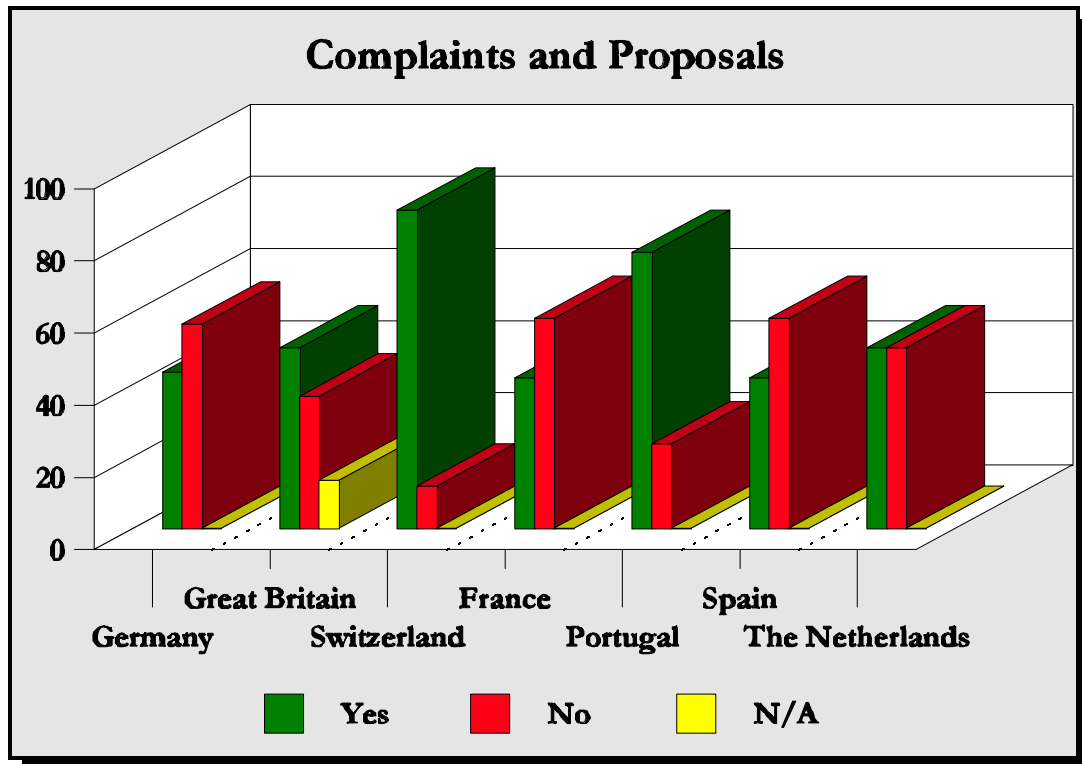
Complaints and Proposals	Per cent
Yes	55,5
No	42,6
N/A	1,9



Comparison between selected European Countries

4.2.2. Does the site provide a section for users complaints and/or proposals?

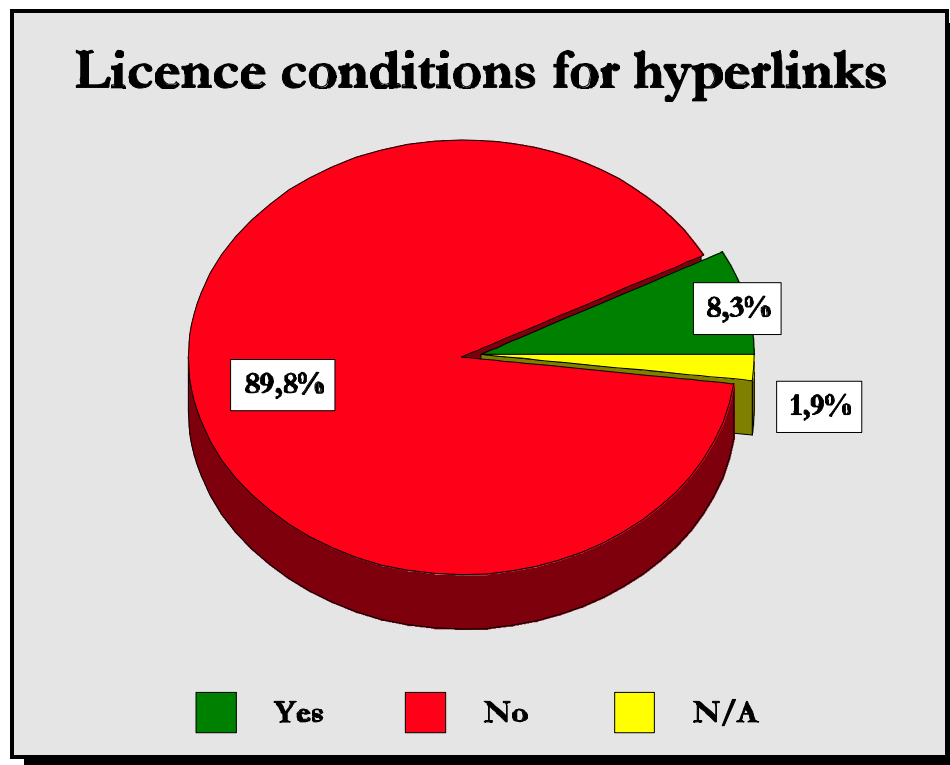
Per cent	Yes	No	N/A
Germany	43,3	56,7	0,0
Great Britain	50,0	36,7	13,3
Switzerland	88,3	11,7	0,0
France	41,7	58,3	0,0
Portugal	76,5	23,5	0,0
Spain	41,7	58,3	0,0
The Netherlands	50,0	50,0	0,0



Europe: An Evaluation of hyperlinks

4.2.3. Does the display licence conditions for hyperlinks to the site?

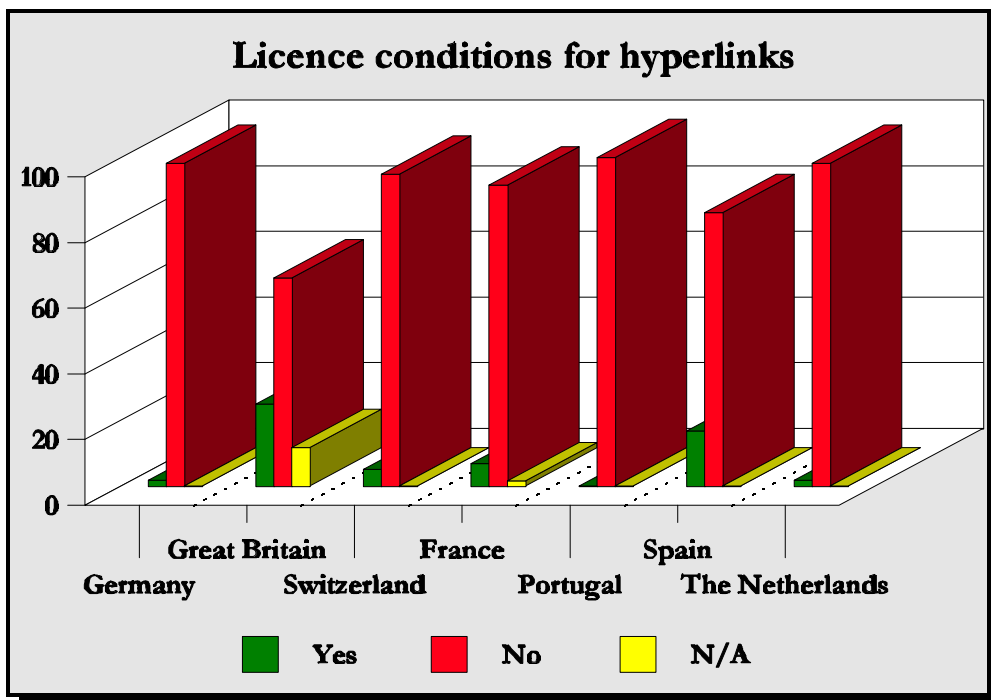
license conditions for hyperlinks	Per cent
Yes	8,3
No	89,8
N/A	1,9



Comparison between selected European Countries

4.2.3. Does the site display licence conditions for hyperlinks to the site?

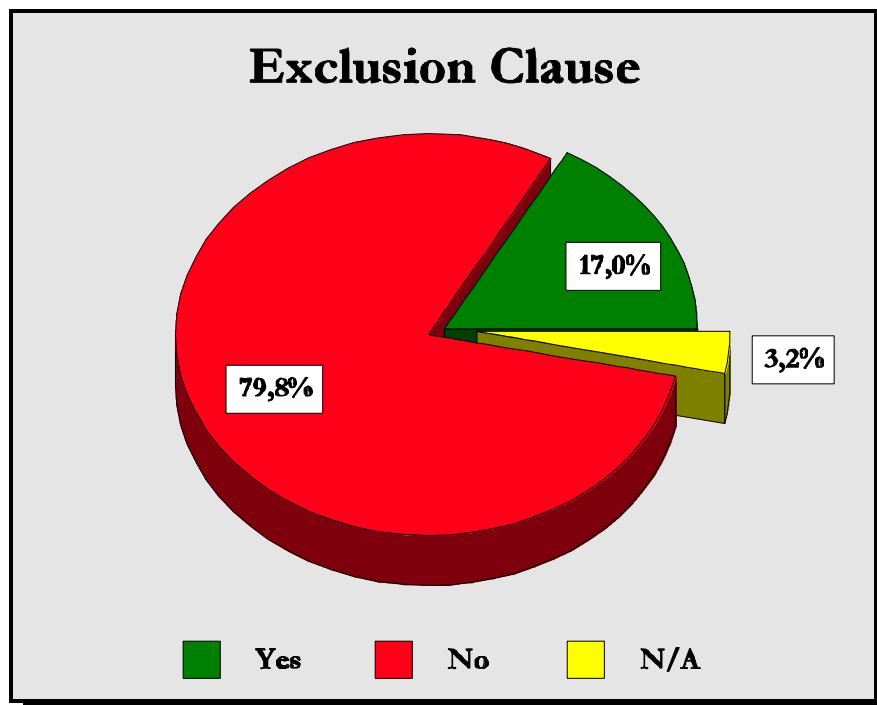
Per cent	Yes	No	N/A
Germany	1,7	98,3	0,0
Great Britain	25,0	63,3	11,7
Switzerland	5,0	95,0	0,0
France	6,7	91,7	1,6
Portugal	0,0	100,0	0,0
Spain	16,7	83,3	0,0
The Netherlands	1,7	98,3	0,0



Europe: An Evaluation of exclusion clauses

4.2.4. Does the site contain a clause excluding liability for information not provided on the site and information not placed on the site by the company?

Non-Liability Clause	Per cent
Yes	17,0
No	79,8
N/A	3,2



Comparison between selected European Countries

4.2.4. Does the site contain a clause excluding liability for information not provided on the site and information not placed on the site by the company?

Per cent	Yes	No	N/A
Germany	25,0	75,0	0,0
Great Britain	36,7	48,3	15,0
Switzerland	20,0	80,0	0,0
France	13,3	80,0	6,7
Portugal	5,9	94,1	0,0
Spain	8,3	91,7	0,0
The Netherlands	8,3	91,7	0,0

