



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

December Newsletter

Check out our latest news below, and remember, you can always follow us on social media to keep up with the latest consumer news. For specific queries and issues, please call our helpline, on Lo-call **1890 432 432** or **(01) 402 5555**



Happy Christmas

Have you 'made your list and checked it twice'? Or is it like 'last Christmas' when you left your shopping 'til the last minute? However you plan to celebrate, we would like to wish you a very happy and peaceful Christmas. If you have a consumer rights or personal finance query over the Christmas period you can contact our consumer helpline. The contact details are above and our opening times are as follows:

Closed: 26, 27 December and 2nd January

Open: 23, 28, 29 & 30 December from 9am to 6pm

Reopen as normal on 3 January 9am to 6pm

Know your rights when shopping in the sales

Were you hoping to bag a bargain in the sales? Your consumer rights do not change just because you buy something in a sale but shops can change their returns policy if something is on sale. We have lots of information on your consumer rights that will help you...

[Read more](#)

Gadget/device insurance

If a new gadget such as a smartphone or tablet is on your shopping list this Christmas, you may be offered insurance when you're buying it. It may be convenient to sign up when you buy it but is not always the best value or may not give you the cover you need or expect. We have the information you need to know before you sign on the dotted line

[Read more](#)

Buying gift vouchers as a 'last minute' gift

Every year our helpline receives hundreds of calls from consumers wondering what their rights are in relation to gift vouchers and cards. For a quick reminder on what to look out for, check out our tips for buying gift vouchers ...

[Read more](#)

Recent product recalls

We have published a number of product recalls in the product safety section of our website. These recalls relate to products such as toys, cars and electrical goods. We also share these product recalls on our [Facebook page](#)...

[Read more](#)

For specific queries and issues, please call our helpline, on **Lo-call 1890 432 432** or **(01) 4025555**.



Visit consumerhelp.ie for free, expert information on your consumer rights and personal finance. Kind regards from all the team at the Competition and Consumer Protection Commission.

PO Box 12585, Dublin 1

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