



# Consumer conditions survey

Consumers at home in the single market - 2025 edition

● Luxembourg ● EU 27 average | EU 27 range Change since 2022

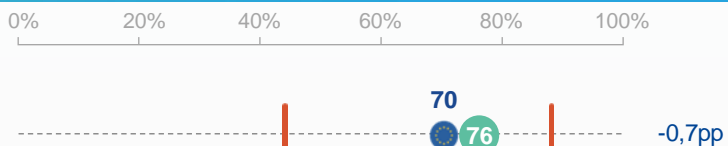
## Consumer confidence



### Confidence in organisations

Strongly agree/agree

In general, retailers and service providers respect your rights as a consumer



You trust non-governmental consumer organisations to protect your rights as a consumer

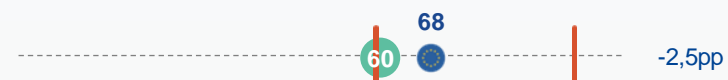


You trust public authorities to protect your rights as a consumer



### Confidence in product safety

Most non-food products are safe



### Confidence in environmental claims

Strongly agree/agree

Most environmental claims about goods or services are reliable



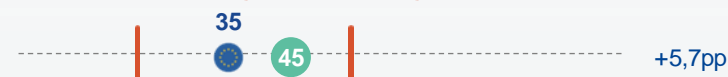
### Confidence in dispute resolution

Strongly agree/agree

It is easy to settle disputes with retailers and service providers through an out-of-court body



It is easy to settle disputes with retailers and service providers through the courts



## Consumer knowledge



### Knowledge of consumer rights

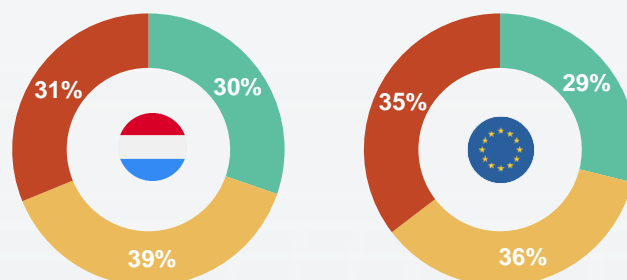
■ High (4 or 3 questions correctly answered)

■ Medium (2 questions correctly answered)

■ Low (1 or no question correctly answered)

Based on aggregated results from four separate knowledge-testing questions concerning

- the cooling-off period for distance purchases
- unsolicited products
- faulty product guarantee
- one-sided changes to contracts



## Consumer experience



### Experienced unfair commercial practices



### No problems experienced with goods or services



### Seen or received notices or announcements about product recalls



Note: 'Change since 2022' the sign '-' is shown for questions that were not asked in 2024 or were subsequently reformulated and are not comparable



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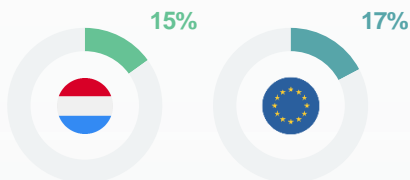
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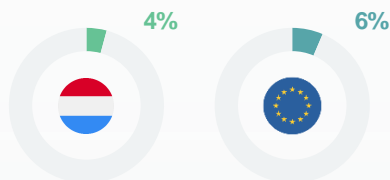
## Experienced problems

### Experience of problems with goods or services in the past 12 months

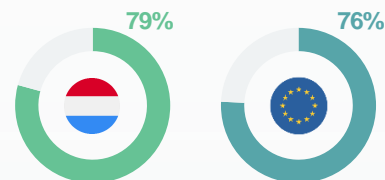
Experienced a problem and took action to solve it



Experienced a problem but did not do anything

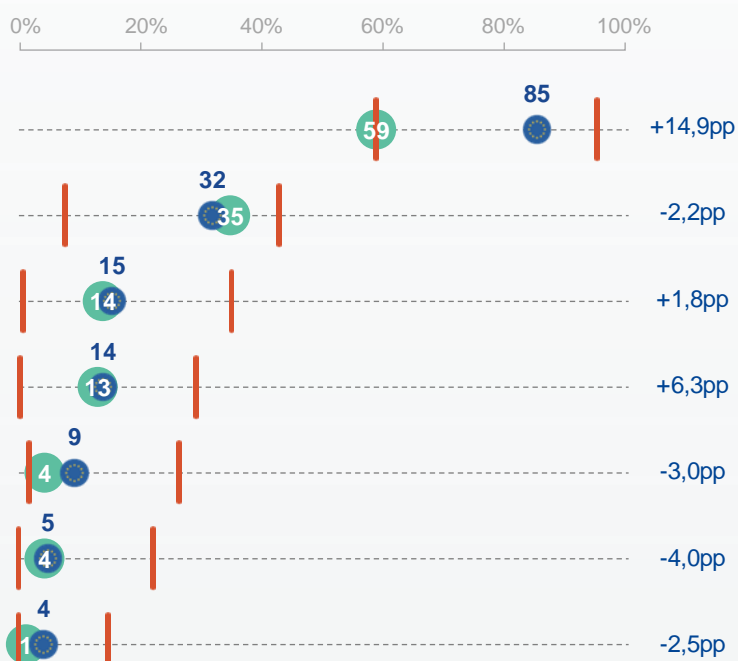


No problems experienced



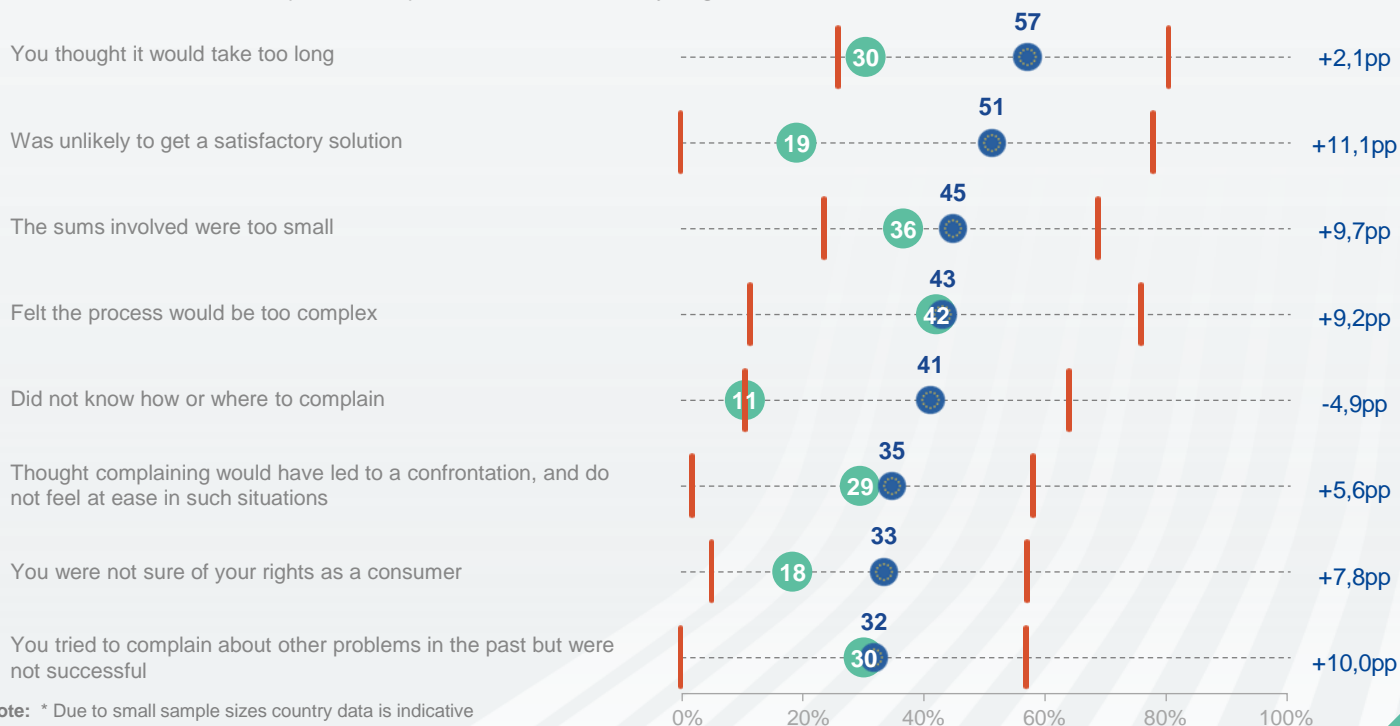
### Action taken

Base: All those who experienced a problem and took action



### Reasons for not taking action \*

Base: All those who experienced a problem and did not do anything



Note: \* Due to small sample sizes country data is indicative

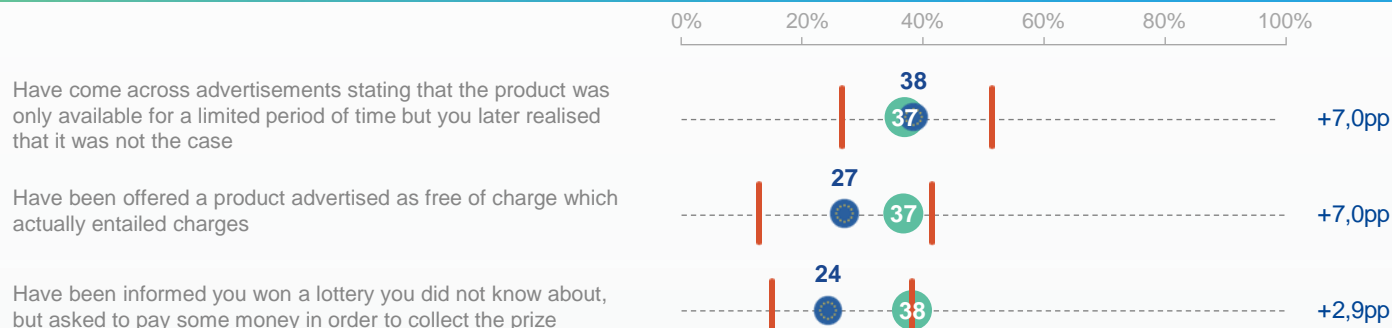


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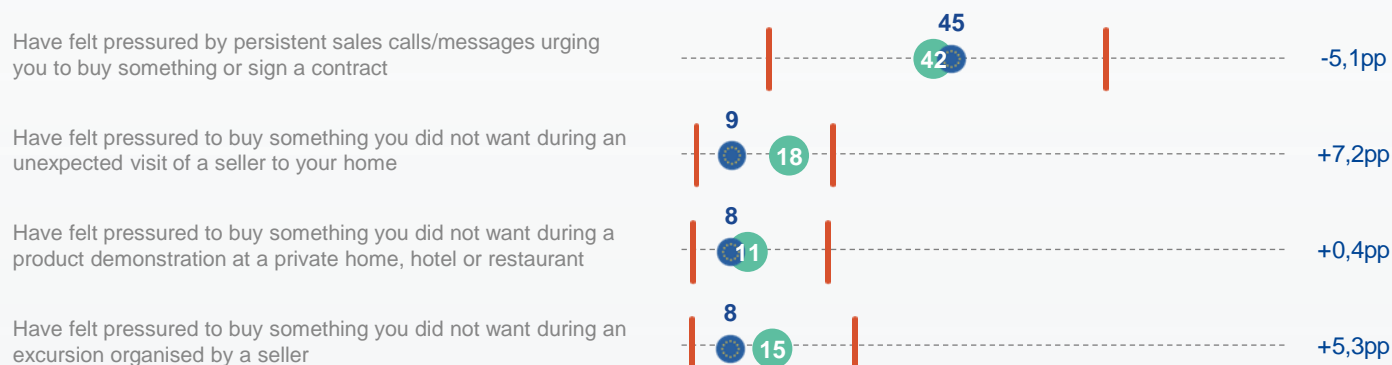
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## Experienced unfair commercial practices



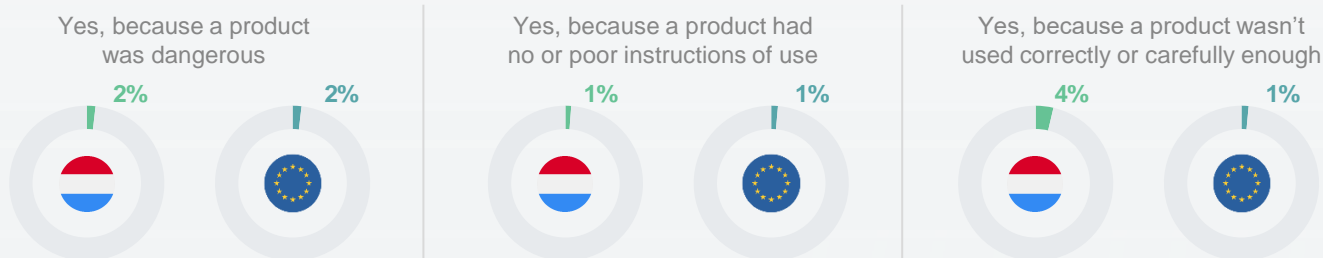
## Pressure selling



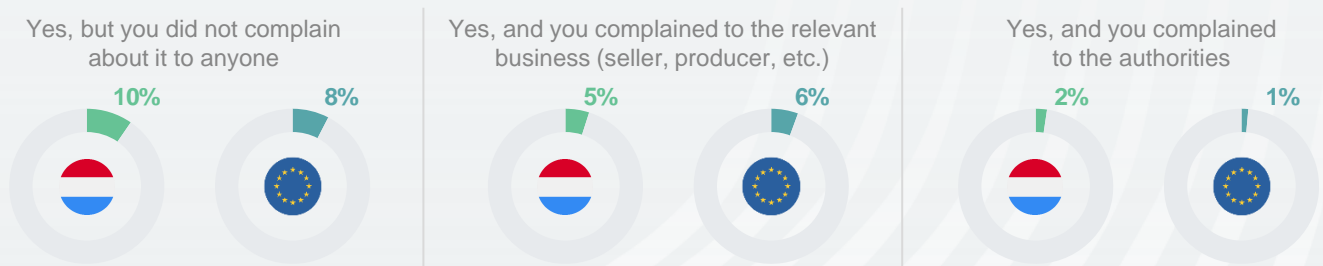
## Product safety



### Experienced an accident, injury or health problem from using a product



### Experienced safety issue with a product





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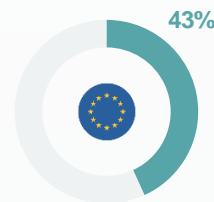
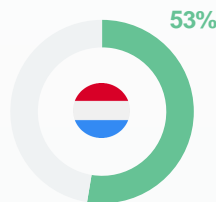
## Sustainable consumer experience and reparability



### Environmental influence

Yes total

Environmental impact of any goods or services influenced your choice (of goods or services purchased in the last two weeks)



### Barriers to sustainable consumption \*

Yes total

0% 20% 40% 60% 80% 100%

Sustainable products and services are more expensive



Confusion about which products and services are truly environmentally friendly



Information about environmental claims is not always trustworthy



Concerns about the quality of sustainable products and services



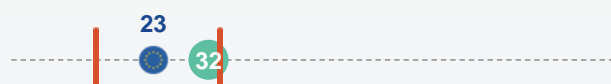
Limited availability and choice of sustainable products and services



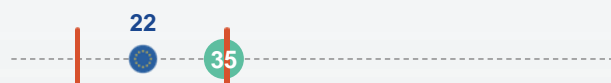
You find it hard to change your habits



You are not personally affected by climate change or scarcity of resources

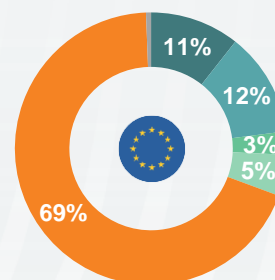
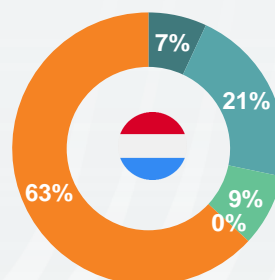


Sustainable products and services often have longer delivery time



### Experienced problem with a product outside the legal guarantee

- Yes, and you got it repaired
- Yes, and you replaced it with a brand-new product
- Yes, and you replaced it with a second hand/ refurbished product
- Yes, but you did not repair or replace it
- No
- Don't know





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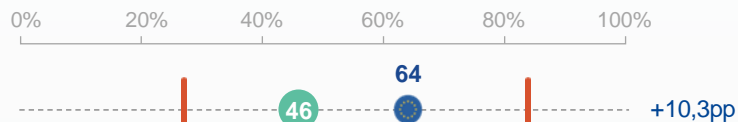
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## Online consumer experience

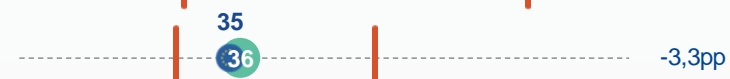


### Online purchasing

Have purchased online from a retailer or service provider located in your country



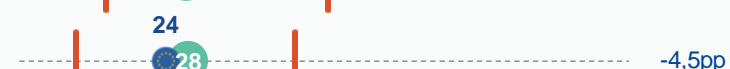
Have purchased online from a retailer or service provider located in an/other EU country



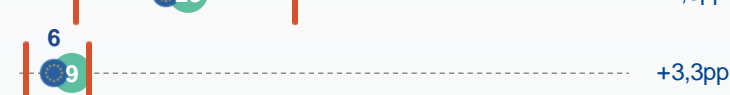
Have purchased online from a retailer or service provider located outside the EU



Have not made any online purchases



Have purchased online from a retailer or service provider but do not know where the retailer or service provider is located



### Online commercial practices

Always/Most of the time/sometimes

Base: All those who purchased any goods or services via the internet in the past 12 months

Have experienced consumer reviews that do not appear genuine



Have experienced price discounts that seem too large to be genuine



Have experienced social media 'influencers' who appear to have been paid to promote certain product but do not say this clearly



Have experienced confusing, misleading or biased display of information that influenced or distorted your decision making \*



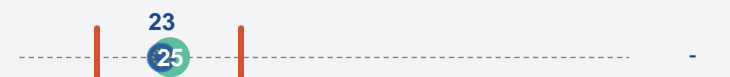
Have experienced prices that differ from those a friend or relative gets when searching for the same thing at the same time



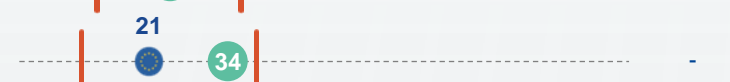
### Fraud \*

Base: All respondents

You were contacted about sending money to someone who claimed to be in financial hardship



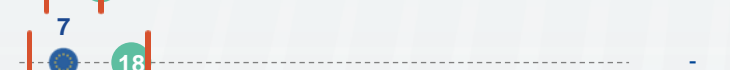
You were contacted by someone pretending to be from a legitimate organisation, asking for personal information or money



You made a purchase from an online shop, and the shop turned out to be fake



You were tricked into signing up for a recurring subscription online



You were scammed by someone using a deepfake in a phone or video call



You were convinced by an influencer to invest in a cryptocurrency or other financial scheme that turned out to be financially harmful (like a pyramid scheme)



You bought tickets online for an event, concert or travel, and the tickets turned out to be fake





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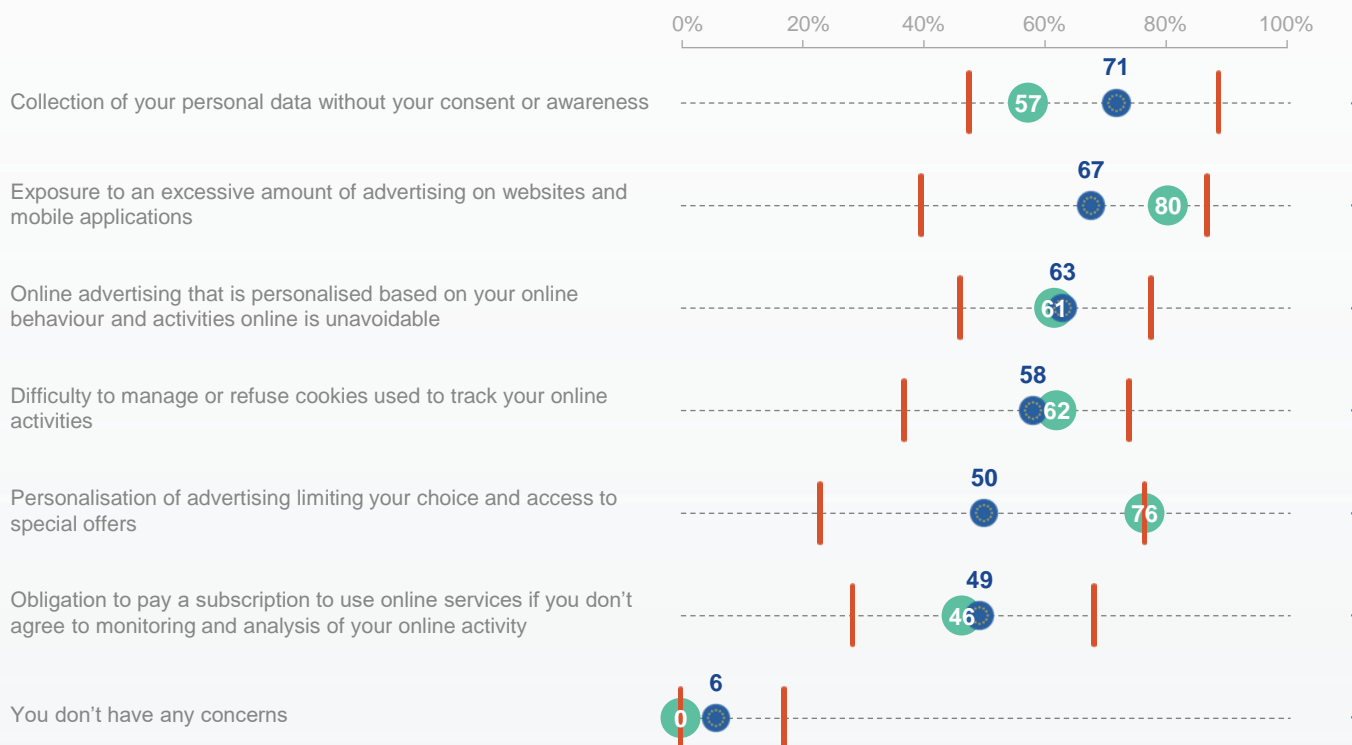
Change  
since 2022

## Online consumer experience



### Consumer concerns about online targeted advertising \*

Base: All those who purchased any goods or services via the internet in the past 12 months



## ABOUT THE SURVEY

The Consumer Conditions Survey assesses consumers' attitudes, behaviours and experiences with respect to domestic and cross-border trade as well as other, related themes. Key topics include consumer confidence and knowledge; online purchasing; product safety; problems and complaints; and unfair and illicit commercial practices. The survey is conducted among representative samples of consumers in each of the **27 European Union Member States (EU27)**, as well as Iceland and Norway.



## TECHNICAL NOTE

The survey is conducted by Ipsos among a nationally representative sample of the general public aged 18 and older in each of the 29 countries in scope. The sample size is 1,000 per country except in Luxembourg, Malta, Cyprus and Iceland, where the sample size is 500. In all countries, the survey is conducted using CATI (Computer Assisted Telephone Interviewing). Fieldwork for the latest edition took place between 4 November and 30 November 2024. In this document, the differences between 2024 and 2022 are shown in percentage point (pp) terms.



## FURTHER INFORMATION

EC website: [https://commission.europa.eu/strategy-and-policy/policies/consumers/consumer-protection-policy/key-consumer-data\\_en](https://commission.europa.eu/strategy-and-policy/policies/consumers/consumer-protection-policy/key-consumer-data_en)