Consultation on information provided to consumers about characteristics of ...

Consultation period

From 11.12.2013 to 04.03.2014

Objective of the consultation

Information about specific furniture product characteristics, provided to consumers at the time of purchase, may be insufficient for them to compare between different furniture products sold on the EU market as a basis for informed choices. For example, such information may relate to furniture product weight, dimensions, origin, materials and substances used, quality processes applied, product durability, instructions and precautions on use, cleaning and disposal, etc.

In this context, some EU countries have introduced or been considering developing information schemes specific to furniture products, which complement information required under the EU product safety legislation. These national schemes may well facilitate consumers' purchasing decisions, however, their divergent information content can possibly impact the companies trading furniture across the EU.

The objective of this public consultation is therefore to gather stakeholders' views on the possible needs for and impacts of enhanced information accompanying furniture products sold in the EU.

Target group

Citizens and consumer organisations, market surveillance bodies, other government institutions, standardisation organisations, test laboratories, intergovernmental organisations, interest groups (manufacturers, importers and exporters, retailers, consumers, environmentalists), trades unions, individual manufacturers, individual importer and exporters, individual retailers, research institutes and consultancies.

Contact details

DG Enterprise and Industry, Unit F3 Raw materials, Metals, Minerals and Forest-based industries

ENTR-F-BI@ec.europa.eu

European Commission DG Enterprise and Industry, Unit F3 Avenue d'Auderghem 45 B-1049 Brussels Belgium

| Privacy statement |
|---|
| 1. Do you want to access the privacy statement on how your personal data and contribution will be dealt with? |
| YesNo |
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Specific Privacy Statement

Public consultation on "Information provided to consumers about characteristics of furniture products"

referred to as "consultation" in the text

1. OBJECTIVE

The objective of this consultation is to receive the views of stakeholders or people concerned by the topic of the consultation and potentially to publish them on the Internet, under the responsibility of the Head of the Unit ENTR.R.4, Directorate-General for Enterprise and Industry, acting as the Controller

As this online service collects and further processes personal data, Regulation (EC) 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, applies.

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND THROUGH WHICH TECHNICAL MEANS?

Identification Data

The personal data collected and further processed are data necessary for the participation in the consultation, such as name, surname, profession, postal and e-mail addresses, phone number, fax number..., of the contributors, including their views on the topics concerned. The processing operations on personal data linked to the organisation and management of this consultation are necessary for the management and functioning of the Commission, as mandated by the Treaties, and more specifically in Article 5 of TEU, Article 13 TEU and Articles 244-250 TFEU, and in accordance with Article 1 and Article 11 of TEU.

Technical information

The system uses session "cookies" in order to ensure communication between the client and the server. Therefore, your browser must be configured to accept "cookies". However, it does not collect personal or confidential information of any kind, nor any IP address from your PC. The cookies disappear once the session has been terminated.

3. WHO HAS ACCESS TO YOUR INFORMATION AND TO WHOM IS IT DISCLOSED?

Received contributions, together with the identity of the contributor (under the name indicated at the beginning of the questionnaire), will be published on the Internet, unless the contributor objects to the publication of his/her personal data on the grounds that such publication would harm his/her legitimate interests. In this case the contribution may be published in anonymous form. Otherwise the contribution will not be published nor will, in principle, its content be taken into account. Any objections concerning the publication of personal data should be sent to the service responsible for the consultation (see contact information below).

The contact details (first and late name, email address and phone number) provided at the end of the questionnaire for the possible follow-up interview in the context of this initiative will not be published on the Internet.

4. HOW DO WE PROTECT AND SAFEGUARD YOUR INFORMATION?

The collected personal data and all information related to the above-mentioned consultation is stored on a computer of the external contractor, acting as processor, who must guarantee data protection and confidentiality as required by Regulation (EC) 45/2001.

5. HOW CAN YOU VERIFY, MODIFY OR DELETE YOUR INFORMATION?

In case you wish to verify which personal data is stored on your behalf by the responsible controller, have it modified, corrected or deleted, please contact the Data Controller by using the contact information below and by explicitly specifying your request.

6. HOW LONG DO WE KEEP YOUR DATA?

Your personal data will remain in the database until the results have been completely analysed and will be rendered anonymous when they have been usefully exploited, and at the latest after one year from the end of consultation.

7. CONTACT INFORMATION

In case you wish to verify which personal data is stored on your behalf by the responsible Data Controller, have it modified, corrected, or deleted, or if you have questions regarding the consultation, or concerning any information processed in the context of the consultation, or on your rights, feel free to contact the support team, operating under the responsibility of the Data Controller, using the following contact information:

DG Enterprise and Industry, Unit F3 Raw materials, Metals, Minerals and Forest-based industries

ENTR-F-BI@ec.europa.eu

European Commission DG Enterprise and Industry, Unit F3 Avenue d'Auderghem 45 B-1049 Brussels Belgium

8. RECOURSE

 $Complaints, in \ case \ of \ conflict, \ can \ be \ addressed \ to \ the \ \underline{European \ Data \ Protection \ Supervisor}.$

| GENERAL INFORMATION |
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| Please, tick the appropriate box or, where relevant, specify your answer. Fields marked with * are mandatory. |
| Please note that to go back to previous pages and edit previous answers you have to click the "PREV" button at the bottom of the page |
| *2. Is your organisation registered in the Transparency Register of the European Commission? |
| No No |
| Yes (please enter your number in the Transparency Register) |
| 507800799-30 |
| Please note that as part of the European Transparency Initiative, organisations are invited to use the register of interest representatives to provide the European Commission and the public at large with information about their objectives, funding and structures (for additional information, click here). If the organisation is not registered, the submission is published separately from the registered organisations. |
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GENERAL INFORMATION *3. Are you responding to this consultation as: Individual Consumer Organisation Business/Enterprise Industry Association/ Federation () Trade Union Public Administration Technology Institute/ Standardisation Body Other (please specify)

Part A- IF YOU ARE AN INDIVIDUAL General information and the identification and assessment of the existing schemes and possible needs concerning information provided to consumers on furniture products characteristics. 4. What is your citizenship? 5. Which country do you live in? 6. Which is your gender? Female) Male 7. What is your age group (years)? Under 18 18-26 27-40 41-55) 56-65 More than 65 8. At what age did you complete your education (years)? Under 16 16-20 More than 20 Still in education 9. What is your occupation? Self-employed Management employee Other employee Manual worker Unemployed Retired Student/Trainee Housewife/househusband Other

| 10. Did you buy any furniture product over buy furniture in the coming 12 months? | the last three years or are you planning to |
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| y within the comin | g 12 months? | [multiple answers | are possible] | |
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| Kitchen furniture | | | | |
| Furniture for storage e.g. wa | ardrobe, closet, chest of | drawers, TV set | | |
| Table and/or chair | | | | |
| Sofa and/or armchair | | | | |
| Bed and mattress | | | | |
| Other (please specify) | | | | |
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Part A- IF YOU ARE A CONSUMER ORGANISATION

General information and the identification and assessment of the existing schemes and possible needs concerning information provided to consumers on furniture products characteristics.

*18. In which country(-ies) or region(s) are the consumers you represent?

| J-28 (+ EFTA+I | Former Yugoslav Republi | c of Macedonia+ TURK | EY) | | |
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| ⁴ 19. Pleas | se provide the o | fficial name of | your organisa | ation: | |
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Part A- IF YOU ARE A CONSUMER ORGANISATION

21. Please identify each initiative or scheme name and country(-ies) of applicability, according to its status:

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| A mandatory scheme is in force: | France: FR: http://www.economie.gouv.fr/dgccrffPublications/Vie-pratique/Fiches-pratiques/Etiquetage-des-meubles-neufs; italy: Decreto Li | |
| A voluntary scheme is in force: | Germany, RAL-GZ430 Furniture (subdiveded into ten different parts for different types of furniture), RAL-UZ 38a. Low-Emission Furniture and | |
| An initiative or scheme is currently under consideration or development: | Germany: Labelling of furniture, based on a correspondent study by DIN Consumer Council | |
| A development/introduction of a new scheme was | | |
| considered in the past, but did not enter into force: | | |
| A scheme existed in the past, but was withdrawn: | | |
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| ne producer and/or importer dentification of design or | ne producer and/or Importer Identification of design Invironmental friendliness Invironmental friendl | ne producer and/or mporter dentification of design | ne producer and/or mporter dentification of design | | \bigcirc | \bigcirc | \bigcirc | ledot | \bigcirc |
| conformity to fair labour onditions Other over the conformance characteristics like resistance to fading; accessibility. | Environmental friendliness Conformity to fair labour Conditions Other You replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provided as standardised format, in order to allow for better comparison between furniture | Aconformity to fair labour Conformity to fair labour Conformity to fair labour Conditions Other | Aconformity to fair labour Conformity to fair l | he producer and/or | \bigcirc | 0 | | | • |
| Conformity to fair labour conditions Other you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. | Conformity to fair labour Conditions Other you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture | Conformity to fair labour onditions Other you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture products? Yes | Conformity to fair labour onditions Other you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provided a standardised format, in order to allow for better comparison between furniture products? Yes | • | ledot | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| conditions Other you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading, accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture products? Yes | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture products? Yes | Environmental friendliness | \bigcirc | \bigcirc | \bigcirc | \bigcirc | ledow |
| you replied "Other", please specify: Comfort criteria e.g type and density of upholstery. Performance characteristics like resistance to fading; accessibility. | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture roducts? Yes | you replied "Other", please specify: Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provided a standardised format, in order to allow for better comparison between furniture roducts? Yes | • | \bigcirc | \bigcirc | \bigcirc | \bigcirc | lacktriangle |
| Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. | Comfort criteria e.g type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information providen a standardised format, in order to allow for better comparison between furniture | 3. Do you believe that it is important for consumers to have such information provide a standardised format, in order to allow for better comparison between furniture roducts? Yes | Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility. 3. Do you believe that it is important for consumers to have such information provided a standardised format, in order to allow for better comparison between furniture roducts? Yes | Other | \bigcirc | \bigcirc | \bigcirc | \bigcirc | lacktriangle |
| | 3. Do you believe that it is important for consumers to have such information provident a standardised format, in order to allow for better comparison between furniture | 3. Do you believe that it is important for consumers to have such information providen a standardised format, in order to allow for better comparison between furniture roducts? Yes | 3. Do you believe that it is important for consumers to have such information providen a standardised format, in order to allow for better comparison between furniture roducts? Yes | you replied "Other", please sp | ecify: | | _ | | |
| The state of the s | | | roducts? Yes | Comfort criteria e.g type and density of upholster | y. Performance characteristics | | sumers to have | e such informa | tion provi |
| | | | |) NO | | | | | |

General information and the identification and assessment of the existing schemes and possible needs concerning information provided to consumers on furniture products characteristics. *24. In which country are you (or your members) based? 25. In which countries or regions do you (or your members) operate? *26. Please provide the registered name of your business/organisation: 27. Please specify which business segment you represent: [multiple answers are possible] Manufacturing Import/Export Wholesale Retail Other (please specify) 28. You are responding to this consultation as: An actor in the furniture supply chain (products or services provider) An actor outside the furniture supply chain (please specify)

| 29. Please indicate which products and/or services you (or your members) provide: [multiple answers are possible] |
|--|
| Office and shop furniture |
| Kitchen furniture |
| Mattresses |
| Upholstered furniture |
| Other household furniture e.g. for bedroom, dining & living room, outdoor, bathroom, seats |
| Other Furniture (please specify) |
| |
| 30. What size is your business (or the members you represent)? [see SME Definition below] [multiple answers are possible] |
| Small-enterprise |
| Medium-sized enterprise |
| Large enterprise |
| Micro enterprise: up to 10 employees; turnover or balance sheet total $\leq \in 2$ million Small enterprise: up to 50 employees; turnover or balance sheet total $\leq \in 10$ million Medium-sized enterprise: up to 250 employees; turnover $\leq \in 50$ million or balance sheet total $\leq \in 43$ million Large enterprise: more than 250 employees; turnover above $\in 50$ million or balance sheet total above $\in 43$ million |
| 31. Are you aware of any past or on-going initiative(s) or existing scheme(s) which |
| would require providing certain information on furniture products characteristics (e.g. on materials used, origin, weight) to consumers? |
| Yes |
| ○ No |
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| | | nd country (or reg | ion) of |
|----------------------------|--|---|--|
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| (s) requiring the | | | |
| istics? | | | |
| n a link | | | |
| e name(s) of the scheme(s) | concerned) | | |
| | ears, have you (ore(s) requiring the istics? | ears, have you (or your members) exects) requiring the provision of informistics? | ears, have you (or your members) experienced any a e(s) requiring the provision of information to consumistics? |

| 34. What are the advantages that you (or your members) experienced as a result of the existence of such a scheme? [multiple answers are possible] |
|--|
| Increase in sales |
| Better reputation for my products/services |
| Lower litigation costs |
| Lower sales and marketing costs |
| Other (please specify) |
| |
| 35. Please provide an estimate of the related benefits (as a percentage of annual |
| turnover), if there are any: |
| Less than 1% of the annual turnover |
| Between 2-4% of the annual turnover |
| Between 5-10% of the annual turnover |
| More than 10% of the annual turnover |
| On't know |
| |
| 36. Are you impacted by any differences in mandatory schemes applicable in countries you (or your members) trade with, which require providing information on certain characteristics of furniture products to consumers (e.g. on materials used, origin, weight)? |
| you (or your members) trade with, which require providing information on certain characteristics of furniture products to consumers (e.g. on materials used, origin, |
| you (or your members) trade with, which require providing information on certain characteristics of furniture products to consumers (e.g. on materials used, origin, weight)? |

| 37. What is the impact on your (or your members') willingness to trade cross-border |
|--|
| within the EU, with different requirements in some EU countries on providing |
| information to consumers on specific characteristics of furniture products? |
| High impact |
| Moderate impact |
| Low impact |
| No impact |
| On't know |
| 29 In the last 5 years, have you (or your members) experienced any problems due to |
| 38. In the last 5 years, have you (or your members) experienced any problems due to different national requirements, in some EU countries, on providing information to |
| consumers on furniture products characteristics? |
| ○ No |
| It is difficult to establish a link |
| |
| Yes (please indicate the national scheme(s) concerned) |
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| 39. Please explain which problems have you (or your members) experienced as a result |
|--|
| of such different requirements [multiple answers are possible] |
| Higher production costs |
| Higher administration, sales and marketing costs (including costs of familiarisation with such different requirements) |
| Could not sell products/ provide services in some EU countries |
| Other (please specify) |
| |
| 40. Please provide an estimate of the related costs or foregone revenues (as a |
| percentage of annual turnover): |
| Less than 1% of the annual turnover |
| Between 2-4% of the annual turnover |
| Between 5-10% of the annual turnover |
| More than 10% of the annual turnover |
| On't know |
| |
| 41. In the last 5 years, have you (or your members) experienced any problems with |
| 41. In the last 5 years, have you (or your members) experienced any problems with competitors that have not respected the national requirements on providing |
| |
| competitors that have not respected the national requirements on providing |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |
| competitors that have not respected the national requirements on providing information to consumers on furniture products characteristics within the EU? |

| Difficulties in obtaining info | ormation from the manufacturer | | |
|--|--|---------------------------|-----------------------|
| Difficulties in obtaining info | ormation from the importer | | |
| Retailers resistance to prov | ride/display the information | | |
| Other (please specify) | | | |
| | | | |
| Please explain th | e main consequences of t | he problem(s): | [multiple answers are |
| sible] | | (-) | |
| Had to change the value ch | nain partner(s) | | |
| Higher administration, sales | s and marketing costs | | |
| Higher litigation costs | | | |
| Could not display the inform | nation on the furniture product which I wo | uld have liked to provide | e to consumers |
| Could not sell products/ pro | vide services in some EU countries | | |
| | | | |
| Other (please specify) | | | |
| Other (please specify) Do you display in | formation on certain furni | - | , , |
| Other (please specify) Do you display in | | - | , , |
| Other (please specify) Do you display interials used, originals | formation on certain furni | - | , , |
| Other (please specify) Do you display interials used, origingly Yes No | formation on certain furni | - | , , |
| Other (please specify) Do you display interials used, origingly Yes No | formation on certain furnit n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, origingly Yes No | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, origingly Yes No | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, originals | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, originals | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, originals | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, originals | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, origings Yes No | formation on certain furni n, weight) to consumers (| - | , , |
| Other (please specify) Do you display interials used, origings Yes No | formation on certain furni n, weight) to consumers (| - | , , |

| 48. How important is it to provide consumers with the following information about | | | | | | | |
|---|---------------|-----------------|----------------|------------------|------------|--|--|
| furniture products characteristics? (please indicate the level of importance, from 1-not important to 5-very important) | | | | | | | |
| important to 5-very i | mportant) | 2 | 3 | 4 | 5 | | |
| Dimensions | Ô | | Ö | | Ö | | |
| Weight | Ö | Ö | Ö | Ö | Ŏ | | |
| Weight-bearing capacity | \bigcirc | \bigcirc | | | \bigcirc | | |
| Materials used | O | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Hazardous substance contained in the product | \bigcirc | \circ | \circ | \circ | \circ | | |
| Durability of use and resistance to "wear and tear" | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | | |
| Production process applied | \bigcirc | \bigcirc | \bigcirc | \circ | \bigcirc | | |
| Safety information and/or precautions on use | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Instructions on cleaning and maintenance | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Instructions on disposal or recycling | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Origin of the product | \bigcirc | \bigcirc | | | | | |
| Origin of the product's component materials | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Name and/or address of the producer and/or importer | \bigcirc | 0 | 0 | 0 | | | |
| Identification of design protection | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Environmental friendliness | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Conformity to fair labour conditions | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc | | |
| Other | \bigcirc | | | | | | |
| If you replied "Other", please sp | ecify: | | - | | | | |
| | | | | | | | |
| 49. Would it be prefe | erable that | such informati | on be displaye | ed in shops in a | l | | |
| standardised format | t in order to | allow for bette | er comparison | between furni | ture | | |
| products? | | | | | | | |
| Yes | | | | | | | |
| ○ No | | | | | | | |

| | Which type of information on furniture products characteristics do you display to |
|-----|---|
| on: | sumers? [multiple answers are possible] |
| | Dimensions |
| | Weight |
| | Weight-bearing capacity |
| | Materials used |
| | Hazardous substance contained in the product |
| | Durability of use and resistance to "wear and tear" |
| | Production process applied |
| | Safety information and/or precautions on use |
| | Instructions on cleaning and maintenance |
| | Instructions on disposal or recycling |
| | Origin of the product |
| | Origin of the product's component materials |
| | Name and/or address of the producer and/or importer |
| | Identification of design protection |
| | Environmental friendliness |
| | Conformity to fair labour conditions |
| | Other (please specify) |
| | |
| nar | Please, briefly explain if the information content differs according to the destination ket: |
| | What are the advantages that you have experienced as a result of displaying such rmation? [multiple answers are possible] |
| _ | Increase in sales |
| | Better reputation for my products/services |
| _] | Lower litigation costs |
| | Lower sales and marketing costs |
| | Other (please specify) |
| | |

| 53. Please provide an estimate of these benefits (as a percentage of annual turnover): |
|--|
| Less than 1% of the annual turnover |
| Between 2-4% of the annual turnover |
| Between 5-10% of the annual turnover |
| More than 10% of the annual turnover |
| Don't know |
| 54. What are the related costs you incur in order to provide consumers with such |
| information? |
| Less than 1% of the annual turnover |
| Between 2-4% of the annual turnover |
| Between 5-10% of the annual turnover |
| More than 10% of the annual turnover |
| On't know |
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Part A- IF YOU ARE A PUBLIC ADMINISTRATION OR A TECHNOLOGY/STANDARDISATION ...

TECHNOLOGY/STANDARDISATION ... General information and the identification and assessment of the existing schemes and possible needs concerning information provided to consumers on furniture products characteristics. *55. In which country are you based? **★56. Please provide the official name of your administration (or organisation):** *57. Are you responding to this consultation as: National public administration Federal or other regional public administration Municipally or other local public administration Technology institute and/or standardisation body 58. Does your administration (or organisation) deal with policy or technical aspects of furniture products? Yes () No 59. Are you aware of any past or on-going initiative(s) or existing scheme(s), in your country, which would require providing certain information on furniture products characteristics (e.g. on materials used, origin, weight) to consumers?

Part A- IF YOU ARE A PUBLIC ADMINISTRATION OR A TECHNOLOGY/STANDARDISATION ...

| new scheme was sidered in the past, but not enter into force | |
|---|--|
| e: nitiative or scheme ently under sideration or elopment: elopment/introduction new scheme was sidered in the past, but not enter into force | |
| ently under sideration or elopment: elopment/introduction new scheme was sidered in the past, but not enter into force | |
| elopment: elopment/introduction new scheme was sidered in the past, but not enter into force | |
| elopment: elopment/introduction new scheme was sidered in the past, but not enter into force | |
| velopment/introduction a new scheme was asidered in the past, but not enter into force | |
| nsidered in the past, but not enter into force | |
| a new scheme was nsidered in the past, but not enter into force | |
| nsidered in the past, but not enter into force | |
| I not enter into force | |
| ease explain the main | |
| ease explain the main | |
| asons for the scheme not | |
| n entry into force of the | |
| heme): | |
| scheme existed in the | |
| st, but was withdrawn | |
| lease explain the main | |
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| thdrawal): | |
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| 62. What type of information on furniture products characteristics is, or has been |
|---|
| considered to be, required to provide to consumers? [multiple answers are possible] |
| Dimensions |
| Weight |
| Weight-bearing capacity |
| Materials used |
| Hazardous substance contained in the product |
| Durability of use and resistance to "wear and tear" |
| Production process applied |
| Safety information and/or precautions on use |
| Instructions on cleaning and maintenance |
| Instructions on disposal or recycling |
| Origin of the product |
| Origin of the product's component materials |
| Name and/or address of the producer and/or importer |
| Identification of design protection |
| Environmental friendliness |
| Conformity to fair labour conditions |
| Don't know |
| Other (please specify) |
| |
| 63. Does/would the scheme require/ recommend that the information is displayed in the |
| shop in a standardised format (in order to allow for better comparison between |
| furniture products)? |
| Yes |
| ○ No |
| This has not been decided yet |
| Don't know |
| 64. Has your administration (or organisation) been directly involved in the development |
| of such an initiative(s) or scheme(s) on furniture products information? |
| No |
| Don't know |
| Yes |
| If you replied "Yes" and you were involved in the development of more than one initiative or scheme, please specify which one |
| |

| 65. Please briefly explain the main challenges you faced linked to the development or |
|--|
| functioning of such a scheme on furniture products information: |
| |
| |
| 66. In the last 5 years, has your administration (or organisation) dealt with problems |
| caused by different schemes in other EU countries requiring the provision of certain |
| information on furniture products characteristics to consumers? |
| No No |
| Don't know |
| Yes (please explain and provide examples) |
| |
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| |
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| |
| 67. In the last 5 years, has your administration (or organisation) dealt with any |
| complaints from actors in the furniture products supply chain or consumers about misleading information on furniture products? |
| No |
| Don't know |
| |
| Yes, (please explain and provide examples) |
| |
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Part A- IF YOU BELONG TO ANY OTHER CATEGORIES OF RESPONDENTS General information and the identification and assessment of the existing schemes and possible needs concerning information provided to consumers on furniture products characteristics. *68. In which country are you based? *69. Please specify the registered name of the organisation or entity you represent: 70. Why is it important/relevant to you to respond to this consultation? 71. Are you aware of any past or on-going initiative(s) or existing scheme(s), which would require providing certain information on furniture products characteristics (e.g. on materials used, origin, weight) to consumers? () Yes

Part A- IF YOU BELONG TO ANY OTHER CATEGORIES OF RESPONDENTS

| orce: A voluntary scheme in orce: An initiative or scheme urrently under onsideration or levelopment: A levelopment/introduction of a new scheme was onsidered in the past, but lid not enter into force: A scheme existed in the | A mandatory scheme in | | |
|---|--|--|--|
| orce: An initiative or scheme urrently under onsideration or levelopment: A levelopment/introduction of a new scheme was onsidered in the past, but lid not enter into force: A scheme existed in the | orce: | | |
| urrently under onsideration or levelopment: levelopment/introduction of a new scheme was onsidered in the past, but lid not enter into force: a scheme existed in the | | | |
| evelopment/introduction if a new scheme was onsidered in the past, but lid not enter into force: a scheme existed in the | An initiative or scheme currently under consideration or development: | | |
| | A development/introduction of a new scheme was considered in the past, but did not enter into force: | | |
| | A scheme existed in the past, but was withdrawn: | | |
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| ot important to 5-v | 1 | 2 | 3 | 4 | 5 |
|---|------------|------------|------------|------------|------------|
| Dimensions | \bigcirc | O | O | O | O |
| Weight | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Weight-bearing capacity | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Materials used | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Hazardous substance contained in the product | | | 0 | 0 | 0 |
| Durability of use and resistance to "wear and tear" | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Production process applied | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Safety information and/or precautions on use | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Instructions on cleaning and maintenance | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Instructions on disposal or recycling | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Origin of the product | | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Origin of the product's component materials | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Name and/or address of the producer and/or importer | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Identification of design protection | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Environmental friendliness | O | \bigcirc | \bigcirc | \bigcirc | O |
| Conformity to fair labour conditions | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Other | | | \bigcirc | \bigcirc | |
| f you replied "Other", please sp | pecify: | | | | |
| 74. Would it be preference or all yes | | | | | |

Part B- IMPACT ASSESSMENTS

Effectiveness and impacts of information, provided to consumers on characteristics of furniture products, on their informed decision-making

| 75. To what extent | do you agre | e with the follo | wing statemen | ts? | |
|--|-------------|------------------|-------------------|----------------|-------------------------------------|
| | fully agree | somewhat agree | somewhat disagree | fully disagree | don't know/don't have an opinion |
| Information displayed in shops to consumers on furniture products characteristics is sufficient to make informed choices. | 0 | 0 | | • | |
| Information displayed in shops allows consumers to compare between different furniture products. | \bigcirc | | | • | |
| Consumers are confident of the quality of the furniture products they are buying. | 0 | • | | 0 | |
| Consumers rely on information displayed in the shops on characteristics of furniture products in their purchasing decisions. | | | | | |

| lanit know/baya sa | oninion: | from 4 vom | low/no im-s | of to E vom | high image | 4. \ |
|--|------------|-------------|-------------|-------------|------------|---------------|
| lon't know/have no | opinion; | rrom 1-very | 2 | 3 | nign impac | 5 1. 5 |
| Decreasing the number of consumers' complaints on purchased furniture products. | \bigcirc | 0 | \circ | 0 | • | \bigcirc |
| Decreasing the frequency of inadvertently purchased furniture products (i.e. with properties different from what consumers were really looking for). | | | | | | • |
| An overall increase in price of furniture products to consumers. | \bigcirc | • | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Increasing consumers' awareness about intrinsic values of furniture products (e.g. not visible at the purchase but apparent during use) | | | | | | • |
| Increasing the sales of high-quality furniture products. | \bigcirc | \bigcirc | \bigcirc | • | \bigcirc | \bigcirc |
| Decreasing the intellectual property rights infringements of furniture products. | | | | | | |

Part B- POLICY OPTIONS Possible policy options concerning the needs relating to information provided to consumers on characteristics of furniture products: 77. To what extent do you agree with the following statements? don't know/don't have fully agree somewhat agree somewhat disagree fully disagree an opinion The existing practices/situation in different EU countries on providing to consumers information on characteristics of furniture products should remain unchanged. (ullet)Industry together with relevant stakeholders should take an initiative to improve information provided to consumers on characteristics of furniture products. Guidance and/or recommendations should be developed at the European level to national authorities and/or industry on improving information provided to consumers on characteristics of furniture products across the EU, which would apply on a voluntary basis. The requirements on information to be provided/displayed to consumers on characteristics of furniture products should be defined at the European level and apply on a mandatory basis.

Part C - COMMENTS AND FINAL REMARKS 78. Please let us know if you would like to add something: We believe provision of information to consumers over the Internet should also be covered. *79. Received contributions may be published on the Commission's web-site, with the identity of the contributor. Do you agree with your contribution being published under your name? My contribution can be published under the name indicated. My contribution can be published but should be kept anonymous. I do not agree that my contribution be published at all. 80. If you would be willing to participate in a follow-up interview or events in the context of this initiative, please provide your contact details, i.e. first and last name, e-mail address and telephone number (which will not be published):

| Submit your contribution | | | | | | | | |
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| Please note that after clicking the "Done" button, you cannot edit your answers anymore | | | | | | | | |
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