

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?

Yes

No

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 last 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 [European Data Protection Supervisor](#).

GENERAL INFORMATION

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

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.

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 the last three years or are you planning to buy furniture in the coming 12 months?

Yes

No

Part A- IF YOU ARE AN INDIVIDUAL

11. Which furniture product(s), did you buy over the last three years and /or intend to buy within the coming 12 months? [multiple answers are possible]

- Kitchen furniture
- Furniture for storage e.g. wardrobe, closet, chest of drawers, TV set
- Table and/or chair
- Sofa and/or armchair
- Bed and mattress
- Other (please specify)

12. How often do you use the following sources to get more information about the furniture product before its purchase?

	Always	Often	Rarely	Never
I look for information on the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I ask a shop assistant about the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I check the labeling of the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. When you buy furniture, how important are the following aspects of the product? (please rank from 1-most important to 4-least important)

<input type="text"/>	It should be environmentally friendly
<input type="text"/>	Its design should fit my taste and purpose
<input type="text"/>	It should be of a specific brand
<input type="text"/>	It should have a reasonable price

14. Are you willing to pay more for a furniture product if (please specify if you agree, disagree, or are indifferent)?

	Agree	I am indifferent	Disagree
The product is from the country of origin I want	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product's component materials are from the origin I want	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product is friendly to human health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product has protected design rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product conforms to high standards of durability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product is environmentally friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product process conforms to fair labour conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The product is easy to maintain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. When you buy furniture, is the product information displayed in the store sufficient?

Yes

Sometimes

No

16. How important is it for you to receive the following information on furniture products? (please indicate the level of importance, from 1-not important to 5-very important)

	1	2	3	4	5
Dimensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight-bearing capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hazardous substance contained in the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of use and resistance to "wear and tear"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality production process applied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety information and/or precautions on use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on cleaning and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on disposal or recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product's component materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name and/or address of the producer and/or importer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of design protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conformity to fair labour conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you replied "Other", please specify:

17. Would it be important for you to have such information provided in a standardised format, in order to allow for comparison between furniture products?

Yes

No

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?**

EU-28 (+ EFTA+Former Yugoslav Republic of Macedonia+ TURKEY)

*** 19. Please provide the official name of your organisation:**

ANEC, the European consumer voice in standardisation

20. 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

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:

A mandatory scheme is in force:

France: FR: <http://www.economie.gouv.fr/dgccrff/Publications/Vie-pratique/Fiches-pratiques/Etiquetage-des-meubles-neufs>; Italy: Decreto L

A voluntary scheme is in force:

Germany, RAL-GZ430 Furniture (subdivided 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:

22. How important do you believe it is to provide consumers with the following type of information? (please indicate the level of importance, from 1-not important to 5-very important)

	1	2	3	4	5
Dimensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Weight	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight-bearing capacity	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hazardous substance contained in the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Durability of use and resistance to "wear and tear"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quality production process applied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Safety information and/or precautions on use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Instructions on cleaning and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Instructions on disposal or recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Origin of the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Origin of the product's component materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Name and/or address of the producer and/or importer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Identification of design protection	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conformity to fair labour conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

If you replied "Other", please specify:

Comfort criteria e.g. type and density of upholstery. Performance characteristics like resistance to fading; accessibility.

23. Do you believe that it is important for consumers to have such information provided in a standardised format, in order to allow for better comparison between furniture products?

Yes

No

Part A- IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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)

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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]

- Micro-enterprise
- Small-enterprise
- Medium-sized enterprise
- Large enterprise

Micro enterprise: up to 10 employees; turnover or balance sheet total \leq € 2 million

Small enterprise: up to 50 employees; turnover or balance sheet total \leq € 10 million

Medium-sized enterprise: up to 250 employees; turnover \leq € 50 million or balance sheet total \leq € 43 million

Large enterprise: more than 250 employees; turnover above € 50 million or balance sheet total above € 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

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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

A mandatory scheme in force:

A voluntary scheme in force:

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:

33. In the last 5 years, have you (or your members) experienced any advantages due to a specific scheme(s) requiring the provision of information to consumers on furniture product characteristics?

- No
- It is difficult to establish a link
- Yes (please indicate the name(s) of the scheme(s) concerned)

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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
- Don'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)?

- No
- Yes (for each scheme, please indicate the name and its country (-ies) of applicability)

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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
- Don't know

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)

Part A- IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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
- Don't know

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 information to consumers on furniture products characteristics within the EU?

- Yes
- No
- It is difficult to establish a link

Part A- IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

42. Which problems have you (or your members) faced as a result of such competitors non-compliance? [multiple answers are possible]

- Loss of sales
- Harm to the reputation of my products/services
- Higher litigation costs
- Higher sales and marketing costs
- Other (please specify)

43. Please provide an estimate of the related costs ore 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
- Don't know

44. In the last 5 years, have you (or your members) experienced any problems with the actor(s) within your supply chain in providing information to consumers on furniture products characteristics within the EU?

- Yes
- No
- It is difficult to establish a link

Part A- IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

45. What type of problems have you (or your members) faced with the actor(s) within your supply chain in providing such information? [multiple answers are possible]

- Difficulties in obtaining information from the manufacturer
- Difficulties in obtaining information from the importer
- Retailers resistance to provide/display the information
- Other (please specify)

46. Please explain the main consequences of the problem(s): [multiple answers are possible]

- Had to change the value chain partner(s)
- Higher administration, sales and marketing costs
- Higher litigation costs
- Could not display the information on the furniture product which I would have liked to provide to consumers
- Could not sell products/ provide services in some EU countries
- Other (please specify)

47. Do you display information on certain furniture products characteristics (e.g. on materials used, origin, weight) to consumers (before the purchase)?

- Yes
- No
- Not applicable (I do not sell furniture products to consumers)

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

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)

	1	2	3	4	5
Dimensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight-bearing capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hazardous substance contained in the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of use and resistance to "wear and tear"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production process applied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety information and/or precautions on use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on cleaning and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on disposal or recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product's component materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name and/or address of the producer and/or importer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of design protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conformity to fair labour conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you replied "Other", please specify:

49. Would it be preferable that such information be displayed in shops in a standardised format in order to allow for better comparison between furniture products?

Yes

No

Part A-IF YOU ARE AN ENTERPRISE OR INDUSTRY ASSOCIATION OR TRADE UNION

50. Which type of information on furniture products characteristics do you display 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
- Other (please specify)

51. Please, briefly explain if the information content differs according to the destination market:

52. What are the advantages that you have experienced as a result of displaying such information? [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
- Don't know

Part A- IF YOU ARE A PUBLIC ADMINISTRATION OR A 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?

- Yes
- No

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

60. Please identify each relevant initiative or scheme with its name, on providing information on furniture products characteristics, according to its status :

A mandatory scheme in force:

A voluntary scheme in force:

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 (please explain the main reasons for the scheme not non entry into force of the scheme):

A scheme existed in the past, but was withdrawn (please explain the main reasons for the scheme's withdrawal):

61. If applicable, please specify a reference to the source where further information on the initiative/scheme can be found.

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
- Don't know
- Yes (please explain and provide examples)

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)

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

No

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

72. If you answered YES to the previous question, please identify each initiative or scheme name and country(-ies) of applicability, according to its status:

A mandatory scheme in force:

A voluntary scheme in force:

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:

73. How important is it to provide consumers with the following information about characteristics of furniture products? (please indicate the level of importance, from 1-not important to 5-very important)

	1	2	3	4	5
Dimensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight-bearing capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hazardous substance contained in the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of use and resistance to "wear and tear"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production process applied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety information and/or precautions on use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on cleaning and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructions on disposal or recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Origin of the product's component materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name and/or address of the producer and/or importer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of design protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conformity to fair labour conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you replied "Other", please specify:

74. Would it be preferable that such information is displayed in shops in a standardised format in order to allow for better comparison between furniture products?

Yes

No

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 agree with the following statements?

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Information displayed in shops allows consumers to compare between different furniture products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Consumers are confident of the quality of the furniture products they are buying.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumers rely on information displayed in the shops on characteristics of furniture products in their purchasing decisions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

	fully agree	somewhat agree	somewhat disagree	fully disagree	don't know/don't have an opinion
The existing practices/situation in different EU countries on providing to consumers information on characteristics of furniture products should remain unchanged.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Industry together with relevant stakeholders should take an initiative to improve information provided to consumers on characteristics of furniture products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
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.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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