**Summer inspections of CTIA in regions continue**

***(Prague, České Budějovice, Hradec Králové, Ústí nad Labem, August 7, 2014)* Besides annual scheduled inspections, directors of regional inspectorates also carry out extraordinary inspections that are connected with traditional fairs and events, inspect consumers’ submissions and monitor fairness of sale and services in summer recreational resorts. Inspectors usually detect a number of shortcomings that most frequently reflect in consumers’ wallets. Organizers of presentation sales events are also pretty active and send consumers deceitful invitations to presentations of overcharged goods.**

**Svatoanenská pouť in Protivín**

On Sunday July 27, a high number of visitors came to Protivín where traditional fair dedicated to St. Ann was held and where CTIA inspectors selected 6 stalls to inspections. They focused on stalls offering consumer goods and refreshments where shortcomings were expected based on previous monitoring.

Their professional performance didn’t fail –violations of obligations stipulated in the Act on Consumer Protection and the Act on CTIA were proven in 5 of the 6 cases. Inspectors detected the following shortcomings:

Sellers didn’t allow consumers to check correctness of amount of drinks, billed prices incorrectly, and failed to properly inform consumers about characteristics of sold products, way of use and maintenance of the product and dangers stemming from incorrect use or maintenance. Some of them also failed to provide information in Czech.

Information about material composition were missing, some were not visibly and understandably labelled with information about manufacturer, importer or supplier. In 4 cases inspectors imposed prohibition of selling of products until remedy is made because their labelling failed conditions for placing on the market.

4 on-the-spot fines in total amounting to 4,000 CZK were imposed. Administrative proceedings with one person will be launched.

**Inspection of marketplaces in Vyšší Brod**

Within an extraordinary action focused on inspection of marketplaces in Vyšší Brod, the Czech Trade Inspection Authority cooperated with members of Alien Police of the South Bohemian Region. The inspection should have checked whether certain intellectual property rights are breached within selling of counterfeits. Offering of counterfeits was detected in 2 of 8 inspections when goods were illegally labelled with famous trade-marks and elements. Inspectors collected the total of 148 pieces of textile products, namely of 18 types of goods. If such goods were sold, the total damage to the trademarks’ owners would be in total 223,770 CZK. In both cases the sellers were unknown persons who ran away from the stalls with goods. In other 6 cases, violations of various provisions of the Act on Consumer Protection were detected and on-the-spot fines amounting in total to 6,000 CZK were imposed.

**Extraordinary inspections at Lipno**

Inspectors of two CTIA inspectorates, namely the Jihočeský and Vysočina Inspectorate seated in České Budějovice and Středočeský and Prague Inspectorate seated in Prague, participated in an extraordinary inspection action focused on selling goods and provision of services within summer touristic season near the Lipno Dam. Inspectors especially focused on workplaces offering alimentation and accommodation services, stalls with refreshments, rental of sport equipment and other workplaces in the area of the Lipno Dam. They discovered various shortcomings in 11 of 22 inspections (i.e. 50%).

The most frequent deficiency was the breach of principles of fair selling, namely failure to provide declared amount of drinks, and incorrect billing to the detriment of the consumer. Another frequent shortcoming was failure to inform consumer about the price of offered service or goods. With regard to the high rate of detected shortcomings inspections with similar focus will continue to the end of the summer touristic season.

**Flea market in Prague**

The Flea Market at the Kolbenova Street in Prague 9 with its area exceeding 50,000 m2 is one of the largest marketplaces in the Czech Republic and possibly in the whole of Europe. On July 12, CTIA inspectors selected 6 vendors, including 4 that breached their obligations stipulated for selling goods by the Act on Consumer Protection and other generally binding legal regulations.

In 2 cases, sellers breached information obligation when they didn’t inform consumers about prices of purchased products. The other two sellers didn’t provide any bill of purchase with required information, namely date of purchase, identification of the product and its price, and identification data about the seller.

The detected shortcomings are typical for selling at marketplaces and hence CTIA inspectors will keep monitoring the respective field and inspect selected sellers. Inspectors imposed 4 on-the-spot fines amounting to 4,000 CZK in total at the Flea Market.

**Inspections of recreational resorts in Liberec region**

Recreational resorts at the Máchovo Lake are in the scope of the Liberec branch of the CTIA. And therefore inspectors inspected accommodation and other services offered to visitors during the summer touristic season. They checked boat rentals, tennis and golf resort, rentals of sports equipment, stalls with refreshments as well as public alimentation facilities and sale of souvenirs, toys and so forth.

Inspections included purchases of goods, ordering services and inspection consumptions. Further, inspectors required bills of purchased goods or provided services. They also checked information about prices of offered products or services, correctness of billing, inspection of weight and amount as well as measuring instruments (validity of certification), information obligations (informing consumer about weight or amount of offered meals and drinks). Within the inspection of information obligations, inspectors focused on marking of products, instructions for use and maintenance in Czech. Inspectors also checked marking of compliance with technical standards, e.g. concerning inflatable toys.

The following two breaches of obligations were detected within six inspections:

One seller damaged a consumer by failing to sell declared amount of an alcoholic drink – the consumer got by 8 ml less. An on-the-spot fine amounting to 1,000 CZK plus proceedings costs was imposed for the breach of principles of fairness of sale.

Another seller used an uncertified measuring instrument. Inspectors banned using of the tool until remedy is made and imposed an on-the-spot fine amounting to 1,000 CZK plus proceedings costs for the breach of the Act on CTIA.

**Presentation sales events in the CORRADO restaurant in Jaroměř**

Based on consumer’s submission, CTIA inspectors participated in presentation of products to which an anonymous organizer invited participants and claimed it to be a “wine testing event of the company NOVÁK and sons”. However, the invitation contained untrue information – no wine testing was offered, participants received no presents and they were not allowed to purchase products of the “Novák and sons” company for special prices, i.e. with 25% discount of purchases under 3,000 CZK.



And what was there for the consumers instead of the wine testing and presents as indicated in the invitation? They saw a presentation of a cleaning machine named Bora Arnica 4000 which was offered for 64,000 CZK. However, it is easy to find out that the same products is offered for 4,990 CZK online at present. There was no reference that the event would include presentation of a product. Having done so, the organizer violated the legally stipulated obligation to include identification of a product to be presented or offered already in the invitation.

Instead of official closure of the event, representatives of the organizing company announced that they waited for delivery of meat which was the moment for them to select the oldest participants and make them conclude a sales contract concerning the cleaning machine Bora Arnica 4000.

Only selected citizens above 70 years of age received a “discount voucher” for purchase of products below 3,000 CZK with a 25% discount despite in the invitation it was stated that all participants would receive the voucher. With regard to reasonable doubts about the real value and possibilities to use the “discount voucher”, the seller was asked to provide a list and addresses of companies who would provide the 25% discount to consumers.

Besides deceitful information the invitation had other shortcomings when it didn’t contain identification of the seller, so consumers didn’t know who the organizer of the event was. Therefore the CTIA asked the Police of the Czech Republic for collaboration in order to prevent complications concerning identification of persons within subsequent inspection. Such prevention was useful because one seller refused to provide his personal data to the CTIA inspectors and the other seller used a different name than subsequently to the Police found out.

CTIA also found out that the company failed another obligation stipulated by law, i.e. to announce the date and place of presentation sales event the Czech Trade Inspection Authority. Administrative proceedings will be launched with the inspected entity.