Correction to: Understanding National Preferences in EU Consumer Policy: a Regime Approach

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The original article unfortunately contains cut-off Appendix A and missing Appendix B. The corrected Appendix A and B should be.

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Appendix A: Operationalisations of variables based on the “full questionnaire” in the open public consultation (N=152)

Categorisation	Variable	Question / Statement	Variable /Index code	Variable / Index name	KMO	Cronbach's Alpha
Understanding of problems	3	How important are the following problems for protecting the rights of consumers?			.878	
	3a	Consumers don't know/ don't understand their rights	V3_f2	Understanding of consumer law		.664
	3b	Traders don't know/ don't understand consumer protection rules				
	3c	Traders don't comply with consumer protection rules	v3_a	Uncategorised		
	3d	Consumer law is too complex	V3_f3	Complex consumer law		.420
	3e	There are significant differences between national consumer protection rules across EU countries				
	3f	National administrative authorities lack legal powers to enforce consumer rights	V3_f1	Inefficient enforcement of consumer law		.923
	3g	National authorities responsible for enforcing consumer rights are not active enough				
	3h	Court proceedings are complex / long / costly				
	3i	Administrative enforcement proceedings are complex / long / costly				
	3j	Injunctions proceedings are complex / long				
	3k	Injunctions proceedings are costly				
	3l	There are significant differences between national rules on injunctions proceedings across EU countries				
Satisfaction with EU consumer policy	1	In your view, to what extent are the following EU consumer and marketing rules beneficial to consumers?			.872	
	1a	Right to be protected against misleading or aggressive commercial practices	Ind_v1	Consumer benefits		.881
	1b	Right to get adequate information about the goods and services offered, i.e. the main characteristics, the total price, the delivery time, etc.				
	1c	Right to get information also about the unit price of goods (i.e. for one kilogramme, one litre etc.)				
	1d	Right to cancel a contract concluded at a distance within 14 days from the delivery goods or conclusion of a service contract (the 'right of withdrawal')				

1e	Right to get information about the functionality and interoperability of digital content			
1f	Right to cancel the contract concluded at a distance for the downloading (or streaming) of digital content before its performance begins (the 'right of withdrawal')			
1g	Right to be protected against unfair clauses in the "small print" (the 'right to fair standard contract terms')			
1h	Right to have a defective good repaired or replaced for free or to obtain a price reduction or refund during the legal guarantee period (in most EU countries 2 years from delivery; longer in some EU countries)			
1i	Right of consumer organisations and public bodies to take legal actions which can stop infringements of consumers' rights (the right to seek injunctions)			
5	What is your opinion regarding the following statements?			.497
5a	Businesses can trade across the EU easily thanks to the harmonised EU consumer and marketing rules	v5_a	Cross-border trade	.834
5b	Businesses are well protected against misleading marketing practices of other businesses	Ind_v5	Protection of businesses	
5c	Businesses are well protected against unfair comparative advertising of other businesses			
6	How positive / negative is the impact of EU consumer and marketing law on the following aspects?			.742
6a	Amount & relevance of information available to consumers to compare and make informed purchasing choices	v6_a	Uncategorised	.658
6b	A level playing field amongst EU-based businesses	Ind_v6_f3	Fairer market / protection of market actors	
6c	Protection of consumers against unfair commercial practices			
6d	Protection of businesses against misleading marketing and unfair comparative advertising	Ind_v6_f2	Quality and availability of products	.684
6e	Availability and choice of products			
6f	Lower prices of products	Ind_v6_f1	Benefits for businesses	.815
6g	Higher quality and longer durability of products			
6h	More customers and revenues for EU-based businesses			
6i	Increase of national e-commerce (i.e. within the trader's EU country)			
6j	Increase of e-commerce across EU Member States			

Regulatory tools / Policy instruments	6k	Competitiveness of EU businesses vis-à-vis non-EU businesses				
	2	How effective are the legal actions (“injunctions”) taken by consumer organisations and public bodies to stop infringements of consumers’ rights in the following economic sectors?				.838
	2a	Online provision of goods, services and digital content	Ind_2	Effectiveness of injunction actions in specific sectors		.876
	2b	Communications and internet access services				
	2c	Financial services				
	2d	Passenger transport				
	2e	Tourism and package travel				
	2f	Energy				
	8	How effective are the injunction actions sought against the following illegal practices?				.864
	8a	Use by traders of unfair standard contract terms	Ind_v8	Effectiveness of injunction actions against various illegal practices		.911
	8b	Use by traders of misleading or aggressive commercial practices				
	8c	Breach of the traders' obligations related to the legal guarantee				
	8d	Breach of the traders' obligations related to the information they are legally required to provide to consumers				
	8e	Breach of the traders' obligation related to the consumers' right of withdrawal (cancellation) for distance and off-premises contracts				
	7	How effective are the following consumer redress/enforcement mechanisms in protecting consumer rights in case of breach of EU consumer and marketing rules?				.764
	7a	An individual consumer gets redress through direct negotiations with the trader	Uncategorised	Uncategorised		
	7b	An individual consumer gets redress through an alternative dispute resolution mechanism				
	7c	An individual consumer gets redress through a court action	Ind_v7	Third-party assisted enforcement		.817
	7d	An individual consumer gets redress through an administrative enforcement decision				
	7e	An administrative authority issues an injunction which stops an infringement of consumer rights				
	7f	A court issues an injunction which stops an infringement of consumer rights				
4	How effective for protecting the rights of consumers are self-and co-regulation initiatives by businesses at national or EU level, under which businesses establish standards as to how they deal with consumers (eg. Industry trade marks)?		v_4	Effectiveness of self- and co-regulation initiatives by businesses		

Solutions	15	How strongly do you agree or disagree with each of the following statements about the potential areas to improve EU consumer and marketing rules for the benefit of consumers?			.865	
	15b	The information given to consumers at the advertising stage should focus on the essentials whilst more detailed information should be required only at the moment before the contract is concluded	Uncategorised	Uncategorised		
	15c	Online platform providers should inform consumers about the criteria used for ranking the information presented to consumers	Ind_v15_fl	Strengthening of consumer rights		.926
	15e	The obligation to display also the price per unit (eg, 1 Kg, 1 l) of the goods should apply to all businesses irrespective of their size				
	15f	Consumer protection against unfair commercial practices should be strengthened by introducing a right to individual remedies, e.g. compensation and/or invalidity of the contract when the consumer has been misled into signing a disadvantageous contract				
	15g	Consumer protection against unfair contract terms should be strengthened by introducing a "black list" of terms that are always prohibited				
	15i	Consumer protection against unfair contract terms should be strengthened by incorporating key Court of Justice case law on the ex officio duties of judges to assess the presence of unfair terms				
	15j	The legal guarantee period for goods should depend on their characteristics (If you agree with this statement please indicate the relevant characteristics in the box below, e.g. the category of the good (such as small/large household appliances, ICT products, cars etc.), price, expected/ advertised lifespan)				
	15k	The period during which the defect is presumed to have existed already at the time of delivery of the good (reversal of the burden of proof) should be extended. It is 6 months under current EU law but longer in a few EU countries				
	15l	The notion of "vulnerable consumers" should be reviewed/ updated. Under current EU law vulnerable consumers are those that are particularly vulnerable to unfair commercial practices because of				

		their mental or physical infirmity, age or credulity					
	15m	There should be additional requirements for the protection of "vulnerable consumers" as regards standard contract terms					
	15n	The notion of "average consumer" should be reviewed/ updated. According to the case law of the EU Court of Justice, the average consumer is defined as reasonably well-informed and reasonably observant and circumspect, taking into account social, cultural and linguistic factors					
	15o	Further criteria should be defined to allow for a clearer distinction between consumers and traders in the collaborative economy					
	15p	EU injunctions proceedings should be made more effective, e.g. by allowing their use for more types of infringements and by reducing their costs and length					
	15s	Consumer protection should be strengthened by making sure that non-compliant businesses face truly dissuasive sanctions amounting to a significant % of their yearly turnover					
	15d	The presentation of pre-contractual information to consumers should be simplified by applying a uniform model, e.g. using icons	Ind_v15_f2	Simplification of presentation of information to consumers		.862	
	15h	The presentation of key standard Terms and Conditions to consumers should be improved by applying a uniform model, e.g. using icons					
	15a	The marketing/pre-contractual information requirements currently included in the Unfair Commercial Practices Directive, Price Indication Directive and Consumer Rights Directive should be regrouped and streamlined	Ind_v15_f3	Standardisation of consumer law		.744	
	15q	EU consumer and marketing rules should be further harmonised to make it easier for traders to offer their products/services cross-border and for consumers to rely on the same level of protection across the EU					
	15r	EU consumer and marketing rules should be simplified by bringing them into a single horizontal EU instrument					
	16	To what extent do you agree or disagree with each of the following statements about potential areas to improve the protection of businesses, especially SMEs and in particular micro enterprises?				.869	

	16a	Businesses protection against unfair commercial practices should be strengthened by introducing a "black list" of B2B practices that are always prohibited	Ind_v16	Strengthening of business protection	.934
	16b	Business protection against unfair commercial practices should be extended to practices happening not just at the marketing stage but also after the signature of the contract			
	16c	Business protection against unfair commercial practices should be strengthened by introducing a right to individual remedies, e.g. compensation and/or invalidity of the contract when the business has been misled into signing a disadvantageous contract			
	16d	Business protection against unfair contract terms should be strengthened by extending totally or partially the scope of application of the Unfair Contract Terms Directive to B2B contracts			
	16e	Business protection against unfair commercial practices should be strengthened by introducing an enforcement co-operation mechanism for cross-border B2B infringements			
	16f	The scope of application of the Injunctions Directive should be enlarged to cover the protection of collective interests of businesses			

Appendix B: Questions in interview guide and survey

About the informant

- Your name (first name and surname)?
- Please fill in the name of your country and institution

National situation

- What is the role of your institution and position in national consumer policy?
- How large would you say that the consumer sector in your country is relative to the situation in other EU countries?
- Are there other differences you wish to highlight between the consumer sector in your country and the consumer sector in other EU/EEA countries?

Preferences in EU consumer policy

- What meaning/effect has EU consumer law had for (the development of) consumer policy in your country?
- In your opinion, do countries have consistent positions in European consumer policy?
- In your opinion, are there any clear (or less clear) consumer policy interest coalitions among EU countries?

- If there are interest coalitions, are they more or less permanent, or do the country coalitions fluctuate from case to case?
- What are the main conflicts and conflict alignments in European consumer policy?
- Do you have any thoughts regarding what could explain potential differences in countries' positions in European consumer policy?
- When establishing a country position to issues in EU consumer policy, how would you describe the preliminary national negotiations on which position to take?
- For the positions expressed by the various countries in CPN, is it your impression that it matters which ministry/organization they represent?
- Are you satisfied with the harmonization level of EU consumer and marketing law?
- How do you perceive the impact of EU consumer and marketing rules regarding benefits for businesses?
- In general, do you think that the various EU redress/enforcement mechanisms are effective?
- In general, do you think that self- and co-regulation initiatives by businesses are effective?
- In general, do you think that consumer rights should be strengthened?
- Do you think EU consumer and marketing law should be (further) standardized? (e.g., through streamlining of directives, harmonization and bringing rules together in a single instrument)
- In your opinion, are there any issues you find problematic in EU consumer law/policy?
- Do you have any other information that you would like to share with us or which you might think is useful for us to know or take into account?

The original article has been corrected.

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