PRESS RELEASE

 **The Czech Trade Inspection Authority carried out
174 inspections of online shops in the first quarter
and found violations of regulations in 151 inspections**

(Prague, 19 June 2025) **The Czech Trade Inspection Authority continued its inspections of online shops in the first quarter of this year, focusing on those that show signs of non-compliance with legal obligations. In the period from 2 January to 31 March 2025, a total of 174 inspections were carried out, verifying compliance with the obligations arising from Act No. 634/1992 Coll., on Consumer Protection, and other legal regulations. Violations of legal regulations were found in 151 inspections, i.e. 86.78% of all inspections.**

The control action is permanently focused on the compliance of sellers with their obligations when selling by means of distance communication. Legal entities and natural persons conducting their business via the Internet, including mobile applications and social networks, were audited.

**Act No. 634/1992 Coll., on Consumer Protection, was violated in 217 cases in the first quarter. The most frequent finding was a breach of Section 13 in 80 cases, which requires the seller to inform the consumer of the scope, conditions and method of exercising the right to claim for defective performance,** together with information on where the claim can be made. **The next most frequent finding was the use of unfair commercial practices in 67 cases,** which may distort the consumer's economic behaviour and lead the consumer to make a decision he would not otherwise have made. These were mainly infringements of Article 4(4) in relation to Article 5(1), (2), (3) (36 cases), where **the seller was found to have acted deceptively towards the consumer by providing false or misleading information about the product, service, price, service, seller, consumer rights**, etc. Furthermore, Section 4(4) in relation to Section 5a(1), (2) or (5) (28 cases), where a **misleading omission** was found because the seller or service provider failed to provide the consumer with essential information about the product or service, or withheld the information or provided it in an unclear, ambiguous or incomprehensible manner. Of these, 14 cases concerned **consumer reviews** under Section 4(4) in relation to Section 5a(5), where the seller failed to inform whether and how it ensures that the published consumer review comes from a consumer who has actually used or purchased the product. In 3 cases, violations of Section 4(4) in relation to Section 4(1), i.e. unfair commercial practices other than those falling under Section 5, Section 5a or Section 5b, were found. **The third most frequently violated provision** was Article 14(1), (2) (31 cases), where the **seller** **did not inform the consumer in any way about the out-of-court resolution of consumer disputes** (ADR).

**Act No. 89/2012 Coll., the Civil Code, was violated in a total of 208 cases in the period under review.** The most frequent violation of the provisions of Section 1820 (114 cases) was found, which relates to communication before the conclusion of a contract when using means of distance communication. Of these, in 58 cases, it was found that **the consumer was not informed of the conditions, time limits and procedure for exercising the right of withdrawal**, as well as the model form for withdrawing from the contract pursuant to Article 1820(1)(i). In addition, in 35 cases, it was found that **the sellers did not provide the consumer with the text of the contract and the general terms and conditions in text form** when using electronic means to conclude the contract in accordance with the provisions of Article 1827(2). The third most frequently violated provision of the Civil Code was Article 1826a(2), which **obliges the trader to ensure that the consumer explicitly acknowledges that he is obliged to pay when placing an order.** If the order is made using a button or similar control, it must be marked with an easily legible ‘order committing to payment’ or other appropriate unambiguous wording. A total of 33 cases were found in breach of this obligation.

Violations of other legal regulations, which are subject to the supervision of the CTIA, were proven in 76 other cases.

**On the basis of violations of legal regulations under the supervision of the CTIA**, detected during the inspection action, **a total of 184 fines with a total value of CZK 3,042,000 came into force** in the period from 1 January to 31 March 2025.

The above-mentioned ratio of inspections with the detection of violations of legal regulations should be related to the system of selecting specific online shops for inspection - these online shops are selected on the basis of complaints from consumers who warn of possible illegal behaviour of website operators, suspicions of the sale of dangerous products or the use of unfair commercial practices. Inspections of online shops are always time-consuming and involve a full examination of their activities.

The results of the inspections confirm that violations of consumer legislation continue to occur in the area of internet sales. Recurrent shortcomings include the lack of information provided by sellers on the right of withdrawal, the conditions for exercising it, the costs of returning goods, and the existence of conditions, deadlines and procedures for exercising the right of withdrawal, including a model withdrawal form.