Flash report: Meeting with Amazon on consumer issues, 13 Oct 2022

Participants
Amazon:
DG JUST: Nils BEHRNDT,

The meeting took place at the request of Amazon to exchange views on the pending consumer protection files – the negotiations on the GPSR, fitness check on Digital Fairness, implementation of the Modernisation Directive (price reductions) and the Consumer Pledge.

Regarding the Consumer Pledge, DG JUST thanked Amazon for its active involvement and Amazon reiterated its interest in revising the Pledge. COM aims for presenting the revised Pledge at the next Consumer Summit in 2023 and the discussions with the signatories will continue.

DG JUST highlighted the objectives of the Fitness check on Digital Fairness and the priority issues that include: dark patterns, cancellation of digital subscriptions, influencer marketing etc. Depending on its outcome, the Fitness check could lead to legislative proposal under the next Commission college. The Public consultation will be launched by end of the year and stakeholders are invited to the 2nd annual Digital Event on 21 November that will be largely dedicated to the Fitness Check.

DG JUST informed Amazon about the state of play of implementation by Member States of the Modernisation Directive and outlined the COM efforts to ensure correct transposition and application (in particular via the guidance notices of December 2021) and the infringement procedures taken regarding the Member States that are late. Amazon emphasised the importance of robust enforcement of the new provisions, in particular as regards the requirements on price reduction announcements as failure to comply with those requirements can especially give unfair advantage to the infringing companies. DG JUST explained in this regard the work with the Member States in the context of the CPC network.

On the GPSR Amazon advocated that the solutions regarding the obligations of online marketplaces must be fully coherent with other relevant EU legislation and proposals, notably the DSA. DG JUST reassured Amazon that such compliance is a clear priority for all COM services involved. Amazon also explained a practical concern concerning the display of batch/serial numbers as part of the required traceability information already at the pre-contractual stage.