CONSUMER AFFAIRS & PRODUCT LIABILITY

CLIENT ALERT

MARCH/2020

ON 3.24.2020, PROCON-SP ISSUED A TECHNICAL NOTE WITH GUIDELINES TO EASE THE CONFLICTS IN CONSUMER RELATIONS, DUE TO COVID-19, RECOGNIZING ITS CHARACTERISTICS OF FORCE MAJEURE

In order to mitigate conflicts between consumers and suppliers, intensified by Covid-19, PROCON-SP adopts the praiseworthy stance of trying to make consumer protection compatible with the need for continued economic growth.

PROCON-SP suggests the adoption of the following measures:

- Converting contracted services into credit for later use
- Offer the consumer, during the following 12 months after the termination of the decree of public calamity, the choice of:
    1. Rescheduling the contracted service;
    2. Replacing the product or service; or
    3. Receiving credits to be used later
- Reimbursement of the amounts paid by the consumer, after the termination of the decree of calamity

The full content of PROCON-SP's technical note can be accessed through the following link: https://www.procon.sp.gov.br/coronavirus-7/

Please feel free to contact the Consumers Relations Team at Veirano, should you need legal assistance or any further clarification.

PRACTICE AREA
Dispute Resolution
Consumer Affairs
& Product Liability

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For further information, please send a message to **news@veirano.com.br**

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