



Course Syllabus

Course Code MLAW-516DE	Course Title Consumer Law and E-Commerce	ECTS Credits 10
Prerequisites None	Department Law	Semester Fall/Spring
Type of Course Elective	Field European Business Law	Language of Instruction English
Level of Study 2 nd Cycle	Lecturer(s) Prof. Irini Stamatoudi	Year of Study 2 nd
Mode of Delivery Distance Learning	Work Placement N/A	Co-requisites None

Course Objectives:

The regulatory framework of consumer’s protection is one of the most complex regulatory frameworks, accommodating both private and public law features/perspectives. The constant public monitoring and legislative initiative over a variety of consumer contracts is justified from the need to secure some minimum level of protection for the consumers, especially from fraud and misrepresentation.

The main objective of the course is to provide the students a thorough understanding of the multiple theoretical and practical aspects of legislative protection of the consumers, both at national and EU level and both from an economic and social perspective, focusing on traditional as well as contemporary consumer contracts, such as E-commerce.

In this context, the students will study the regulatory framework concerning the sale of consumer goods and associated guarantees, the different levels of protection, e.g. concerning the right of withdrawal for contracts concluded at distance or outside the trader’s business premises (“off-premises”). In addition, the students will examine the notion of “unfair terms” in consumer contracts, such as unjustified unilateral modifications of the contractual conditions by the trader, as well as the relevant legislation protecting the consumers against misleading or aggressive commercial practices (“unfair commercial practices”). Alongside this basic legislative framework, the students shall also enhance their knowledge on some more specific areas such as the protection of consumers under the Package Travel Directive of the EU, as well as the consumer’s rights in credit agreements. Throughout the course, the students shall also cover the

developing case-law on all aspects of Consumer Law and E-commerce, identifying possible regulatory gaps and inconsistencies at both national and/or EU level.

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Develop a correct and methodical way of approaching Consumer Law & E-commerce, which combine harmonically the three aspects “Identify – Analyse – Apply” the Law.
2. Develop a correctly structured research orientation with regard to research and critical evaluation of case studies, legislation and bibliography.
3. Work not only individually but also in group level and express and especially argue within a constructive (academic) dialogue frame.
4. Develop all the necessary skills in order to present correctly structured legal arguments, and at the same time refer in relevant case studies and theoretical approaches.
5. Develop all the necessary skills in order to locate and evaluate the developments in legislation and case law over the multiple aspects of Consumer Law & E-commerce and be in position to form suggestions for improvement of consumer’s protection.

Course Contents:

During the courses lectures, students will cover the following matter:

1. Consumer contracts (on-premises, off-premises and distance contracts)
2. Unfair Commercial Practices
3. E-Commerce
4. Consumer – Credit Agreements
5. Consumers and the Travel Package Directive
6. Extrajudicial settlement of consumers disputes

Learning Activities and Teaching Methods:

Lectures, Personal guidance, Case-study analysis, Video-streamed courses, Forum, Final exam

Assessment Methods:

Interim individual studies, Formative assessment activities, Final exam

Textbooks – Bibliography:

Title	Author(s)	Publisher	Year	ISBN
<i>Consumer's Protection Law, 3rd ed. [in Greek]</i>	I. Karakostas	Nomiki Vivliothiki	2016	
<i>Rethinking EU Consumer Law</i>	G. Howells, Chr. Twigg-Flesner and Th. Wilhelmsson	Routledge	2019	
<i>Consumer Protection and the Powers and Duties of National Courts – The Court of Justice of the EU Case Law</i>	G. Pinn (ed.)	Consumer Protection Edition	2019	
<i>EU Consumer Law and Policy</i>	S. Weatherill	Edward Elgar Publishing	2014	
<i>European Consumer Protection – Theory and Practice</i>	J. Devenney	Cambridge University Press	2012	
<i>Consumer Law and Policy: Text and Materials on Regulating Consumer Markets</i>	I. Ramsay	Hart Publishing	2012	
<i>EU Consumer Law and Human Rights</i>	I. Benohr	Oxford University Press	2014	
<i>Consumer Law: Ius Commune Casebooks</i>	H. Micklitz et al.	Hart Publishing	2010	

<i>for a Common Law of Europe</i>				
<i>Consumer Law – EU and Greek [in Greek]</i>	K. Delouka-Igglesi	Sakkoulas	2014	
<i>The Principle of Transparency in the General Terms of Transactions Law [in Greek]</i>	A. Efthimiou	P. N. Sakkoulas	2013	
<i>Consumer’s Protection Law [in Greek]</i>	E. Alexandridou	Nomiki Vivliothiki	2008	
<i>The New European Regulatory Framework for Consumer’s Credit [in Greek]</i>	Ch.. Livada	Nomiki Vivliothiki	2008	
<i>Patient’s Protection as a Consumer [in Greek]</i>	P. Kalampouka-Giannopoulou	Nomiki Vivliothiki	2011	
<i>The European Unfair Commercial Practices Directive</i>	W. Van Boom – A. Grade – O. Akseli	Ashgate	2014	
<i>Over-Indebted Household – Legal Treatment (3rd ed.) [in Greek]</i>	A. Galanopoulou-Mitropoulou	Sakkoulas	2014	
<i>Distance Marketing of Financial Services [in Greek]</i>	A. Despotidou	Sakkoulas	2009	
<i>Passengers Rights and Airlines Transport [in Greek]</i>	D. Lentzis	Sakkoulas	2009	

<i>Consumer's Protection Law – t. I&II [in Greek]</i>	V. Douvlis – A. Bolos	Sakkoulas	2008	
<i>Consumer Protection Law</i>	I. Karakostas	Nomiki Vivliothiki	2012	
<i>Consumer Credit – Law and Practice, 2nd ed.</i>	A. Hill-Smith	Routledge	2015	
<i>Online Dispute Resolution for Consumers in the European Union</i>	P. Cortes	Routledge	2011	