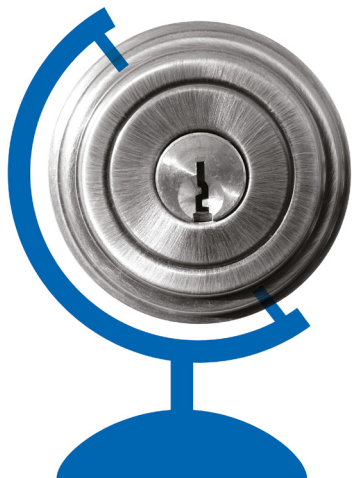


Helping you manage your consumer relationships

Our consumer law capability



## Consumer law

### How can we help?

- experienced consumer team
- global coverage
- transparent pricing and cost certainty
- training options
- extensive sector knowledge and experience
- full service consumer team

### Your key contacts



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## The customer journey



### Consumer facing materials

- websites and marketing materials
- terms and conditions of sale
- consumer disclaimers
- product warranties and guarantees
- website terms of use
- app terms and conditions



### Customer experience

- consumers' legal rights and remedies
- returns policies
- complaints policies
- managing regular and consumer watchdog challenges
- working with third party partners



### Sales channels

- retail stores
- e-commerce
- other distance selling
- outlets
- cooling off period
- sales processes
- the internet of things

## Sector focus

The Consumer law team supports clients across a range of sectors and offers dedicated experts focusing on the following sectors:

- retail and leisure
- TMT
- education
- energy
- financial services
- health
- transport
- automotive
- life sciences
- care providers



## Full service



### Data protection and privacy

- data protection and privacy issues involving consumers
- EU General Data Protection Regulation
- online portals, privacy notices and cookie content mechanisms



### Regulatory

- one stop shop to financial services sector in connection with launch of new retail products to consumers including consumer credit, payment services and wider financial services
- consumer law enforcement
- product liability
- labelling and pricing
- working with our student law experts on issues affecting education institutions



### Multi-jurisdictional

- 61 offices around the world
- truly international service
- consumer law advice from local lawyers around the world where consumer law varies dramatically and compliance with local consumer law is often a mandatory requirement