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CONSUMER PROTECTION IN 2025: WHAT YOU SHOULD KNOW BEFORE SIGNING A CONTRACT

CONTRACTS

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RIGHT TO CLEAR AND TRUTHFUL INFORMATION

Every consumer has the right to receive complete, understandable, and transparent information before signing a contract. This includes prices, conditions, warranties, and return policies.

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RIGHT OF WITHDRAWAL

For distance purchases or those made outside the commercial establishment, the consumer can cancel the contract without justification within the legal period (usually 14 days).

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PROHIBITION OF UNFAIR CLAUSES

Contracts cannot include clauses that cause an unfair imbalance to the detriment of the consumer. These clauses can be nullified even if they were signed.

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PROTECTION AGAINST AUTOMATED DECISIONS

Consumers have the right not to be evaluated exclusively by algorithms in decisions that significantly affect their rights, such as the granting of credit or insurance.

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