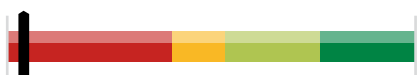


Croatia

Consumers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country EU-28
Knowledge and Trust								
Knowledge of consumer rights*					-1.8	4.3	35.4	-13.8
Trust in organisations					0.9	2.9	51.7	-20.5
<i>Trust in public authorities</i>					2.2	2.0	33.8	-35.3
<i>Trust in retailers and service providers</i>					5.7	3.1	65.4	-10.3
<i>Trust in NGOs</i>					-5.3	3.5	55.9	-15.9
Trust in redress mechanisms					2.2	0.0	29.8	-17.0
<i>Trust in ADR</i>					4.7	2.8	38.6	-13.4
<i>Trust in courts</i>					-0.3	-2.8	20.9	-20.6
Trust in product safety					-0.2	1.7	62.4	-15.6
Trust in environmental claims						-3.6	36.1	-29.8
Confidence in online shopping domestically						17.2	47.2	-25.2
Compliance and enforcement								
Exposure to unfair commercial practices						3.3	40.9	24.1
Other illicit practices						0.6	23.9	15.7
Complaints and dispute resolution								
Problems and complaints (composite indicator)						4.5	85.7	-3.2
<i>Non-negligible problems, but no complaint</i>						-2.2	18.5	-1.6
<i>No problems encountered</i>					1.8	6.0	73.6	-6.3

Retailers	2009-2008	2010-2009	2011-2010	2012-2011	2014-2012	2016-2014	2016	Country EU-28
Knowledge and Trust								
Knowledge of consumer rights*					1.2	0.2	36.2	-17.3
Trust in product safety					-1.9	5.6	72.5	-3.9
Trust in environmental claims						8.9	68.0	-0.9
Confidence in online selling domestically						5.8	65.1	7.9
<i>National public funding to consumer organisations (in € per 1 000 inhabitants, 2015 data)</i>	No Data	No Data	No Data	No Data	No Data	0	5	
Compliance and enforcement								
Prevalence of unfair commercial practices						-11.7	31.1	0.9
Compliance with consumer legislation						8.6	64.8	-3.4
Enforcement of consumer and product safety legislation					-8.1	1.5	46.4	-15.6
Complaints and dispute resolution								
Participation in ADR mechanisms						-0.3	24.3	-7.4
<i>Length of judicial proceedings (days, 2015 data)</i>					-25.0	-105.0	310.0	

Knowledge & Trust



Compliance & Enforcement



Complaints & Dispute Resolution



- Croatia has the EU's third lowest score on the knowledge and trust composite indicator.
- Consumers in Croatia have the second lowest knowledge of consumer rights in the EU.
- The degrees of consumer trust in public authorities and in environmental claims in Croatia are the lowest in the EU.
- Retailers in Croatia have the lowest knowledge of consumer rights in the EU.
- Croatia has the EU's third lowest score on the compliance and enforcement composite indicator.
- Consumers in Croatia are the most exposed to unfair commercial practices and to other illicit commercial practices from domestic retailers in the EU.
- Retailers in Croatia are the third least likely in the EU to believe consumer and product safety legislations are enforced.
- Croatia scores second lowest on the consumers' problems and complaints composite indicator in the EU.
- The percentage of Croatian consumers who did not encounter any problems is the third lowest in the EU-28.

* Comparison with previous years based on comparable questions only.