

Course Unit	Consumer Law	Field of study	Law
Bachelor in	Law for Solicitors	School	School of Public Management, Communication and Tourism
Academic Year	2023/2024	Year of study	3
Type	Semestral	Semester	2
Workload (hours)	162	Contact hours	T - , TP 60, PL - , TC - , S - , E - , OT 20, O -
Level	1-3	ECTS credits	6.0
Code	9242-317-3201-00-23		

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Rute Isabel Esteves Ferreira Couto Fernandes

#### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Know the entities that integrate the national system of consumer protection.
2. Know and interpret the legislation that disciplines the legal consumer relationship.
3. Understand the forms of resolving consumer disputes.
4. Apply the legal concepts and normative to practical situations.

#### Prerequisites

Before the course unit the learner is expected to be able to:  
Not applicable

#### Course contents

1) Introduction; 2) Consumer contracts; 3) Consumer conflicts and their resolution.

#### Course contents (extended version)

1. INTRODUCTION
  - Consumer Law and its fundamentals
  - Consumer legal relationship
  - Consumer rights
2. CONSUMER CONTRACTS
  - Advertising legal system
  - Unfair commercial practises
  - General contractual terms
  - Sale of goods and supply of digital content and digital services
  - Distance contracts and contracts negotiated away from business premises
  - Commercial procedures with a reduced price
  - Essential public services
  - Credit agreements for consumers
  - Air passenger rights
3. CONSUMER CONFLICTS AND THEIR RESOLUTION
  - Complaints book
  - Alternative dispute resolution for consumer disputes
  - Cross-border and online conflicts

#### Recommended reading

1. Antunes, J. (2019). *Direito do consumo* (reimpressão 2021). Almedina. ISBN 9789724077703.
2. Carvalho, J. (2022). *Compra e venda e fornecimento de conteúdos e serviços digitais - anotação ao decreto-lei nº 84/2021, de 18 de outubro*. Almedina. ISBN 9789894001836.
3. Carvalho, J. (2022). *Manual de direito do consumo* (8ª edição - reimpressão 2023). Almedina. ISBN 9789894009535.
4. Carvalho, J. , Pinto-Ferreira, J. , & Carvalho, J. (2017). *Manual de resolução alternativa de litígios de consumo* (reimpressão 2021). Almedina. ISBN 9789724072036.
5. Falcão, D. (2023). *Lições de direito do consumo* (4ª edição). Almedina. ISBN 9789894012450.

#### Teaching and learning methods

Presentation and debate of programme contents. Resolution of practical cases. Accomplishment of work proposals (simulations and case study).

#### Assessment methods

1. Final assessment (2 tests) - (Regular, Student Worker) (Final)
  - Intermediate Written Test - 50%
  - Final Written Exam - 50%
2. Evaluation by final exam - (Regular, Student Worker) (Supplementary, Special)
3. International incoming students - (Regular) (Final, Supplementary)
  - Practical Work - 50% (in portuguese or english)
  - Final Written Exam - 50% (in portuguese or english)

#### Language of instruction

Portuguese, with additional English support for foreign students.

#### Electronic validation

Rute Isabel Esteves Ferreira Couto Fernandes	Susana Isabel Pinto Ferreira dos Santos Gil	Catarina Alexandra Alves Fernandes	Luisa Margarida Barata Lopes
07-03-2024	10-03-2024	10-03-2024	12-03-2024