



ALIBABA Inc.
Mr Paul NAGLE,
Director International Government Affairs
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Washington, DC 20004
UNITED STATES

E-mail: p.nagle@alibaba-inc.com

O. ref.: JDU/avn/lob/150506

Brussels, 16 May 2019

Re: Alibaba's Terms and Conditions

Dears Mr. Nagle,

Let me start by saying that as Euroconsumers, a collaboration unit of five consumer organisations – Test Achats in Belgium, Altroconsumo in Italy, OCU in Spain, Deco Proteste in Portugal and Proteste in Brazil – we welcome Alibaba on the European market.

We are, however, very much concerned about the problematic terms and conditions on the Alibaba/AliExpress website. For an average consumer they are very difficult to find, confusing, sometimes contradicting and not always (entirely) available in the national language. Even more problematic is that in these terms it is stated that in case of a dispute between a consumer and a seller where no amicable settlement could be found, consumers must go to a Hong Kong arbitration court. This is in contradiction with mandatory EU rules. Other concerns relate to the fact your online platform indicates consumers can not return a good without justification within 14 days, which is a right across the EU, and has no clear reference to the two-year legal guarantee period consumers are entitled to.

Euroconsumers represents the interests of consumers at both national and multinational level to ensure that consumers can enter in commercial relationships in a confident way, knowing they are protected by basic European consumer law. This is especially the case with online shopping.

Therefore we call on Alibaba/AliExpress to urgently remediate the problems related to the terms and conditions on its website and adapt them according to EU consumer law requirements. These issues have also been reported to the Belgian, Italian, Spanish and Portuguese consumer protection authority.

As mature and experienced consumer organization, we are open to engage in a mutual beneficial collaboration, offering our support to get the terms and conditions right for consumers, hereby ensuring the trust that's crucial for the prosperity of e-commerce.

We look forward with interest to receiving your response and discussing these matters more into depth together.

Yours faithfully,




Marco Pierani
Director Public Affairs and Media Relations
Euroconsumers



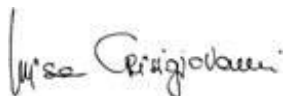
Els Bruggeman
Head Policy and Advocay
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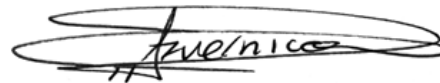
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