

NOVA CONSUMER LAB NEWSLETTER

Welcome to the NOVA Consumer Lab newsletter. The newsletter includes all the latest news from our centre and relevant information on consumption and consumer law in Portugal, Europe and the world.

HIGHLIGHTS

On 28 March 2025, **Jorge Morais Carvalho** took his “**provas de agregação**” in Law, specialisation in Private Law, at the NOVA School of Law. The Director of the NOVA Consumer Lab was **unanimously approved**.

The subject of the report was a course on Consumer Law and Sustainable Innovation, while the lecture was dedicated to the topic of the **Right to Reject**.

The **judging panel** was formed by Professors Margarida Lima Rego, Claudia Lima Marques, Esther Arroyo I Amayuelas, Sérgio Câmara Lapuente, Paulo Mota Pinto, Paulo de Tarso Domingues, Nuno Pinto de Oliveira, Maria Helena Brito and Mariana França Gouveia.



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Francisco Arga e Lima, researcher at the NOVA Consumer Lab, took part in the XIV Jornadas de Direito do Consumo, which took place at the Polytechnic Institute of Leiria on 12 March, with the topic 'Producer liability in artificial intelligence: challenges and consumer vulnerability' - [Link](#).



The second edition of the Postgraduate Course in Consumer Law (in Portuguese) starts in September 2025. You can find all the information [here](#).

11 DE SETEMBRO DE 2025 A 5 DE
FEVEREIRO DE 2026

JURISNOVA – FORMAÇÃO PÓS-
GRADUADA

**Pós-Graduação em Direito
do Consumo**

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NOVA CONSUMER PODCAST



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BLOG POSTS

NOVA
Consumer
BLOG



DO LUXO AO LIXO AO LUXO: O
UPCYCLING E SEUS DESAFIOS
PARA O DIREITO DAS MARCAS

Amanda Costa Novaes



NOVA
Consumer
BLOG



DIREITOS TELEVISIVOS NO
FUTEBOL PORTUGUÊS
DESAFIOS PARA O CONSUMIDOR

Guilherme Novais



NOVA
Consumer
BLOG



QUE POLÍTICA PARA O DIREITO
DO CONSUMO? O NOVO FOCO NA
COMPETITIVIDADE EUROPEIA

Martim Farinha



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CONSUMER LAW NEWS



CJEU in Cymdek (C-20/24) – 6 March – Link

Air transport – Regulation (EC) No 261/2004

1. Article 2(g) and Article 3(2)(a) of Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91

must be interpreted as meaning that a boarding pass may constitute ‘other proof’ within the meaning of the former of those provisions, which indicates that the reservation has been accepted and registered by the air carrier or tour operator, such that a passenger with a boarding pass is deemed to have a ‘confirmed reservation’ within the meaning of the latter of those provisions, on the flight concerned, where no special abnormal circumstance is demonstrated.

2. Article 3(3) of Regulation No 261/2004

must be interpreted as meaning that a passenger is not regarded as travelling free of charge or at a reduced fare not available directly or indirectly to the public, within the meaning of that provision, where, first, the tour operator pays the price of the flight to the operating air carrier in accordance with market conditions and, secondly, the price of the package tour is paid to that tour operator not by that passenger but by a third party. It is for that air carrier to demonstrate, in accordance with the rules laid down by national law, that that passenger travelled free of charge or at such a reduced fare.



CJEU in APS Beta Bulgaria and Agentsia za kontrol na prosrocheni zadalzhenia (C-337/23) – 13 March – Link

Unfair terms in consumer contract



CJEU in Banco Santander (C-230/24) – 13 March – Link

Unfair terms in consumer contracts

Article 6(1) and Article 7(1) of Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts, and the principle of equivalence, must be interpreted as not precluding national legislation or case-law which, while providing that an action seeking a declaration of invalidity of an unfair term in a contract concluded between a seller or supplier and a consumer is not subject to a time limit, subjects the action seeking to enforce the restitutory effects of that declaration to a limitation period, in so far as the national legal system provides, in areas other than those covered by Directive 93/13, for actions based on the effects of a declaration of invalidity which are similar, as regards their purpose, cause of action and essential characteristics, to actions seeking to enforce those restitutory effects and which are subject to a limitation period comparable to that which applies to the latter actions.

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CJEU in Arce (C-365/23) - 20 March - Link
Pre-formulated standard contract



New data shows strong levels of consumer trust, but online threats persist - [Link](#)



Commission and national authorities take action to protect children from harmful practices in video games - [Link](#)

WEBPAGE OF THE MONTH

This month we share the website of the Direção-Geral do Consumidor (Directorate-General for Consumer Affairs) - <https://www.consumidor.gov.pt>. DGC is a public body whose mission is to contribute to drawing up, defining and implementing consumer protection policy in Portugal.

