

82% of youths complain when they have a problem with a product or service

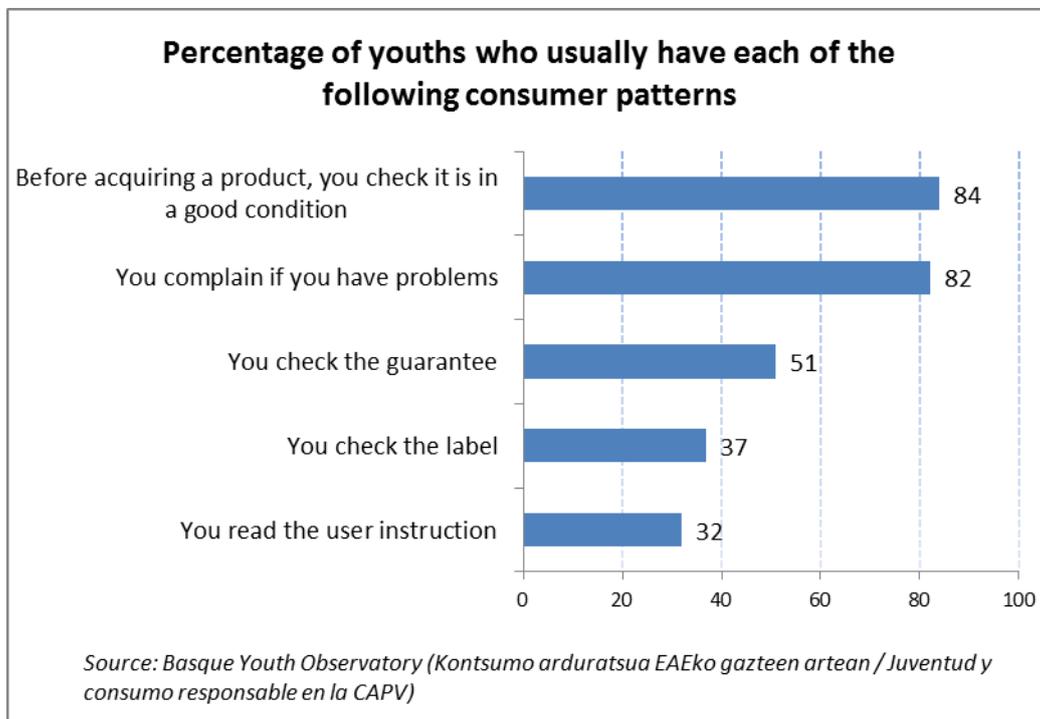
On the occasion of the [World Day of consumers' rights](#), the [Basque Youth Observatory](#) announces that it has obtained some data related to how youths in the Basque Country from 15 to 29 years consume.

84% of youths state that, before acquiring a product, they usually check that it is in a good condition.

However, only the minority usually read the labels or user instructions (37% and 32%, respectively).

Half of youths (51%) state that they check the guarantee of what they buy or subscribe.

Lastly, 82% of youths affirm that they usually complain in the event of having problems or being unsatisfied on any kind of product or service contracted.



The percentage of those who complain whenever they have problems is somewhat higher among men than among women (85% and 79%, respectively).

These data are from a study published in 2013 by the Basque Youth Observatory under the title [Kontsumo arduratsua EAeko gazteen artean / Juventud y consumo responsable en la CAPV](#) (Youth and responsible consumption in the Autonomous Community of the Basque Country). 1500 Basque youths from 15 to 29 years were interviewed for this study.

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