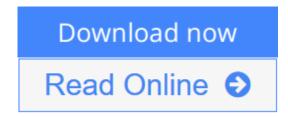


# **EU Consumer Law and Human Rights** (Oxford Studies in European Law)

By Iris Benöhr



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Traditionally, consumer law has played an instrumental role in the EU as a tool for market integration. There are now signs in the new EU legal framework and jurisprudence that this may be changing. The Lisbon Treaty contains provisions affecting consumer law and, at the same time, it grants binding legal force to the EU Charter, which in turn adds a fundamental rights dimension to consumer protection. This evolution, however, is still at an early stage and may be thwarted by conflicting trends. Moreover, it may generate tensions between social objectives and economic goals.

This book provides the first comprehensive analysis of these developments and examines new avenues that may be opening for consumer law, focusing on three key areas: financial services, electronic communication and access to justice. Through a systematic analysis of relevant cases, the book traces the development of a human rights dimension in consumer law and details the ramifications that the post-Lisbon legal framework may have on consumer protection and policy. This book concludes by

proposing new directions in consumer law, striking a compromise between social and economic demands.

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About the Author

Iris Benohr is a postdoctoral researcher at the University of Oxford, Faculty of Law and Centre for Socio-Legal Studies, and a recipient of a British-Academy Postdoctoral Fellowship. Prior to this she held positions at the United Nations (Competition and Consumer Policies, Geneva), at the European Commission (Consumer Affairs, Brussels), and at an international law firm in Brussels as a qualified lawyer. She was admitted to the Zurich Bar and to the Brussels Bar, and she holds a doctoral degree in law from the European University Institute (Florence) and a law degree from the University of Neuchatel in Switzerland. She has published in different fields of EU law and of human rights law, including consumer law, civil justice, competition law, comparative law, and constitutional law.

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