

ECC-Net

**Helping consumers
across the EU.**



- Informing consumers about their rights when shopping in the EU.
- Assisting consumers with cross-border complaints and disputes.



The European Consumer Centre of Malta (ECC Malta) forms part of the European Consumer Centres Network (ECC-Net) with offices throughout the European Union (EU) member states, as well as in Norway and Iceland. This network is there to help with any questions consumers may have concerning their activities as consumers in the EU. The objective is to make consumers feel as confident shopping throughout the EU as they do in their country of residence.

The European Internal Market can offer consumers an increased choice and better value for money. The aim of ECC-Net is to ensure a certain level of protection when purchasing in this market. The ECC seeks to achieve its objectives by providing information to consumers and offering assistance on cross-border complaints and disputes and encouraging the development of Alternative Dispute Resolution (ADR) schemes.

European Consumer Centre Malta

47A, South Street, Valletta VLT 1101, Malta
Tel: +356 21221901 Fax: +356 21221902
e-mail: ecc.malta@gov.mt web: www.eccnetmalta.gov.mt

ECC Malta is financed by the European Commission and the Consumer and Competition Division.

