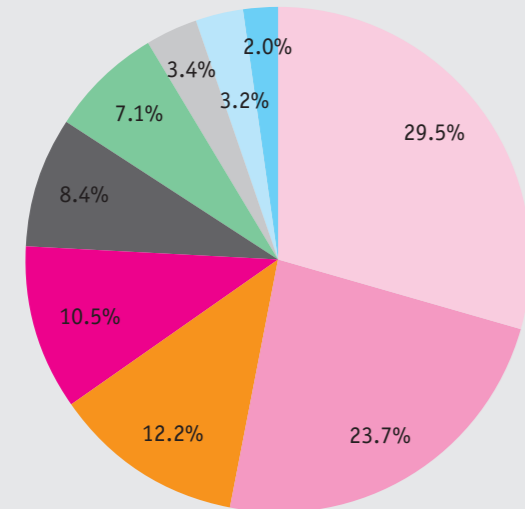


## The most frequent problems concerned: Product/Service, Delivery and Contract terms

### Nature of complaints

- Product/Service
- Delivery
- Contract terms
- Price & Payment
- Others
- Selling Techniques/Unfair Commercial Practices
- Deceit
- Redress
- Admin. Formalities/Ethical Aspects



## Ten good reasons to contact your ECC:

1. These services are free!
2. The ECCs are backed by the EU and the national governments
3. You get advice on your rights when you shop in the EU, Norway and Iceland
4. You get advice before you buy goods or services to help you avoid problems
5. You get help finding a solution when things go wrong
6. You get assistance contacting a foreign trader when you have problems resolving your complaint
7. You get advice on other ways to deal with your complaint if an amicable solution is not possible

## The ECCs ...

8. Are easy to contact
9. Offer an effective alternative to legal action against traders
10. Have a fully dedicated staff of consumer experts

## Contacts

### BULGARIA

Tel: + 359 2 986 76 72  
Email: ecc.bulgaria@kzp.bg  
Web: <http://ecc.kzp.bg>

### AUSTRIA

Tel: + 43 1 588 77 0  
Email: [info@europakonsument.at](mailto:info@europakonsument.at)  
Web: [www.europakonsument.at](http://www.europakonsument.at)

### BELGIUM

Tel: + 32 2 542 33 46 (NL)  
Tel: + 32 2 542 33 89 (FR)  
Email: [info@eccbelgium.be](mailto:info@eccbelgium.be)  
Web: [www.eccbelgium.be](http://www.eccbelgium.be)

### CYPRUS

Tel: + 357 228 67 167/177  
Email: [ecccyprus@mcit.gov.cy](mailto:ecccyprus@mcit.gov.cy)  
Web: [www.ecccyprus.org](http://www.ecccyprus.org)

### CZECH REPUBLIC

Tel: + 420 296 366 155  
Email: [esc@coi.cz](mailto:esc@coi.cz)  
Web: [www.coi.cz/esc](http://www.coi.cz/esc)

### DENMARK

Tel: + 45 32 66 90 00  
Email: [ena@forbrugereuropa.dk](mailto:ena@forbrugereuropa.dk)  
Web: [www.forbrugereuropa.dk](http://www.forbrugereuropa.dk)

### ESTONIA

Tel: + 372 6201 708  
Email: [consumer@consumer.ee](mailto:consumer@consumer.ee)  
Web: [www.consumer.ee](http://www.consumer.ee)

### FINLAND

Tel: + 358 40 588 3260  
Email: [ekk@kuluttajavirasto.fi](mailto:ekk@kuluttajavirasto.fi)  
Web: [www.ecc.fi](http://www.ecc.fi)

### FRANCE

Tel: + 49 7851 991 48 0  
Email: [info@euroinfo-kehL.eu](mailto:info@euroinfo-kehL.eu)  
Email: [service-juridique@euroinfo-kehL.eu](mailto:service-juridique@euroinfo-kehL.eu)  
Web: <http://www.europe-consommateurs.eu>

### GERMANY

Tel: + 49 7851 991 48 0  
Email: [info@euroinfo-kehL.eu](mailto:info@euroinfo-kehL.eu)  
Web: [www.eu-verbraucher.de](http://www.eu-verbraucher.de)  
Tel: + 49 431 59099 50  
Email: [evz@evz.de](mailto:evz@evz.de)  
Web: [www.evz.de](http://www.evz.de)

### GREECE

There is no ECC in Greece at the moment. For latest news check: [http://ec.europa.eu/dgs/health\\_consumer/index\\_en.htm](http://ec.europa.eu/dgs/health_consumer/index_en.htm)

### HUNGARY

Tel: + 36 1 459 48 32  
Email: [info@magyarefk.hu](mailto:info@magyarefk.hu)  
Web: [www.magyarefk.hu](http://www.magyarefk.hu)

### ICELAND

Tel: + 354 545 1200  
Email: [ena@ena.is](mailto:ena@ena.is)  
Web: [www.ena.is](http://www.ena.is)

### IRELAND

Tel: + 353 1 8797 620  
Email: [info@eccireland.ie](mailto:info@eccireland.ie)  
Web: [www.eccireland.ie](http://www.eccireland.ie)

### ITALY

Tel: + 39 06 442 38 090  
Email: [info@ecc-netitalia.it](mailto:info@ecc-netitalia.it)  
Web: [www.ecc-netitalia.it](http://www.ecc-netitalia.it)  
Tel: + 39 0471 98 09 39  
Email: [info@euroconsumatori.org](mailto:info@euroconsumatori.org)  
Web: [www.euroconsumatori.org](http://www.euroconsumatori.org)

### LATVIA

Tel: + 371 6738 8625  
Email: [info@ecclatvia.lv](mailto:info@ecclatvia.lv)  
Web: [www.ecclatvia.lv](http://www.ecclatvia.lv)

### LITHUANIA

Tel: + 370 5 265 03 68  
Email: [info@ecc.lt](mailto:info@ecc.lt)  
Web: [www.ecc.lt](http://www.ecc.lt)

### LUXEMBOURG

Tel: + 352 26 84 64-1  
Email: [info@cecluxembourg.lu](mailto:info@cecluxembourg.lu)  
Web: [www.cecluxembourg.lu](http://www.cecluxembourg.lu)

### MALTA

Tel: + 356 21 22 19 01  
Email: [ecc.malta@gov.mt](mailto:ecc.malta@gov.mt)  
Web: [www.eccnetmalta.gov.mt](http://www.eccnetmalta.gov.mt)

### THE NETHERLANDS

Tel: + 31 30 232 64 40  
Email: [info@eccnl.eu](mailto:info@eccnl.eu)  
Web: [www.eccnl.eu](http://www.eccnl.eu)

### NORWAY

Tel: + 47 23 400 500  
Email: [post@forbrukereuropa.no](mailto:post@forbrukereuropa.no)  
Web: [www.forbrukereuropa.no](http://www.forbrukereuropa.no)

### POLAND

Tel: + 48 22 55 60 118  
Email: [info@konsument.gov.pl](mailto:info@konsument.gov.pl)  
Web: [www.konsument.gov.pl](http://www.konsument.gov.pl)

### PORTUGAL

Tel: + 351 21 356 4750  
Email: [euroconsumo@dg.consumidor.pt](mailto:euroconsumo@dg.consumidor.pt)  
Web: <http://cec.consumidor.pt>

### ROMANIA

Tel: + 40 21 315 71 49  
Email: [office@eccromania.ro](mailto:office@eccromania.ro)  
Web: [www.eccromania.ro](http://www.eccromania.ro)

### SLOVAKIA

Tel: + 421 2 4854 2019  
Email: [info@esc-sr.sk](mailto:info@esc-sr.sk)  
Web: [www.esc-sr.sk](http://www.esc-sr.sk)

### SLOVENIA

Tel: + 386 1 432 30 35  
Email: [epc@epc.si](mailto:epc@epc.si)  
Web: [www.epc.si](http://www.epc.si)

### SPAIN

Tel: + 34 91 822 45 55  
Email: [cec@consumo-inc.es](mailto:cec@consumo-inc.es)  
Web: <http://cec.consumo-inc.es>

### SWEDEN

Tel: + 46 54 19 41 50  
Email: [info@konsumenteuropa.se](mailto:info@konsumenteuropa.se)  
Web: [www.konsumenteuropa.se](http://www.konsumenteuropa.se)

### UNITED KINGDOM

Tel: + 44 8456 04 05 03  
Email: [ecc@tsi.org.uk](mailto:ecc@tsi.org.uk)  
Web: [www.ukecc.net](http://www.ukecc.net)



Get help and advice on  
your purchase abroad ...



## As a consumer, have you ever had problems with these sorts of issues?

- I have trouble obtaining a replacement for a faulty product bought in another European country. What are my rights?
- I have a problem with the reimbursement of my airplane ticket after my flight was cancelled. What should I do?
- A hotel abroad has withdrawn more money than it should have from my credit card. What should I do?
- How do I know if it is safe to shop on a particular website?
- What should I be aware of when considering a timeshare contract?
- What should I do if I have a problem with a package holiday?
- I have just received a letter/phone call telling me that I have won a free holiday. Am I right to be suspicious?

## What can the European Consumer Centres do for you?

The European Consumer Centres (ECCs) offer practical advice that would help you stay out of trouble when shopping in any other EU country, as well as Norway and Iceland.

These services provided by the ECCs are free of charge!

For more information, see: <http://ec.europa.eu/ecc-net>

The ECCs are supported by the European Commission!

If you are planning a trip check the tips that will help you stay out of trouble.

If things do go wrong the ECCs can advise you ...

## ... if ...

- You buy goods or services from a trader based in another EU country, Norway or Iceland
- You are citizen or resident in the EU, Iceland or Norway

## You get:

- Advice before you purchase to help you avoid problems
- Help contacting the trader when you have a problem resolving your complaint
- Advice on other ways to deal with your complaint if an amicable solution cannot be found

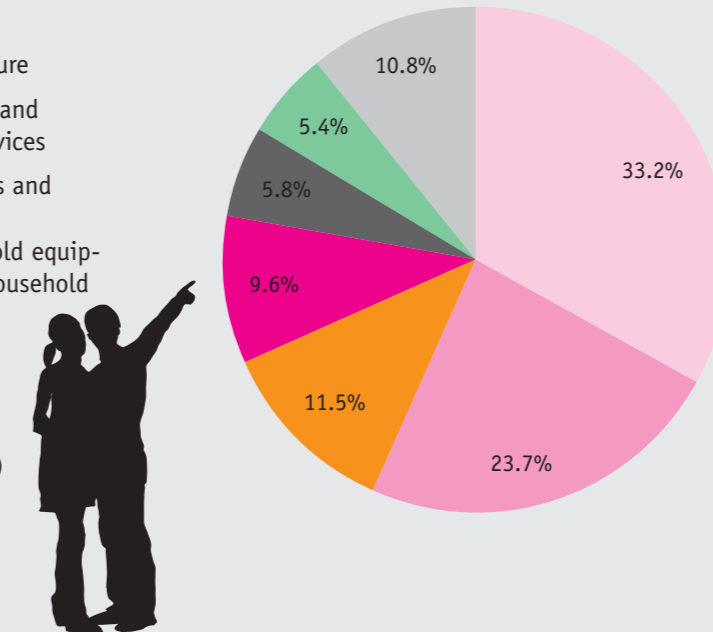
## ECC-Net cannot:

- Intervene if the trader is based in your country or outside the EU
- Represent you before a court
- Enforce the law

## Cases handled by the ECC-Net – 71,000 in 2010

### Complaints 2010

- Transport
- Recreation and culture
- Restaurants, hotels and accommodation services
- Miscellaneous goods and services
- Furnishing, household equipment and routine household maintenance
- Communication
- Others (includes clothing, housing, food and education)



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For more information, see: <http://ec.europa.eu/ecc-net>

