Free help in cross-border consumer issues

The European Consumer Centres Network (ECC -Net) in 2021

European Consumer Centres Network

ECC-Net

Co-funded by the European Union



Our mission

Our network of 29 European Consumer Centres (ECCs) empowers consumers to know their rights and take full advantage of the opportunities the Single Market offers.

Our success rate

Our legal experts on EU consumer right provided individual answers to

126 670 enquiries



64%

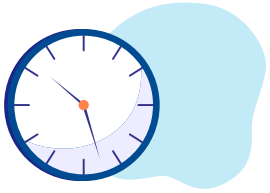
of cross-border consumer complaints could be resolved amicably directly by the centres.



Amount recovered (in Euro)

7 880 648 €

Average time to first comprehensive response: **22 days**
Average time to resolution: **63 days**

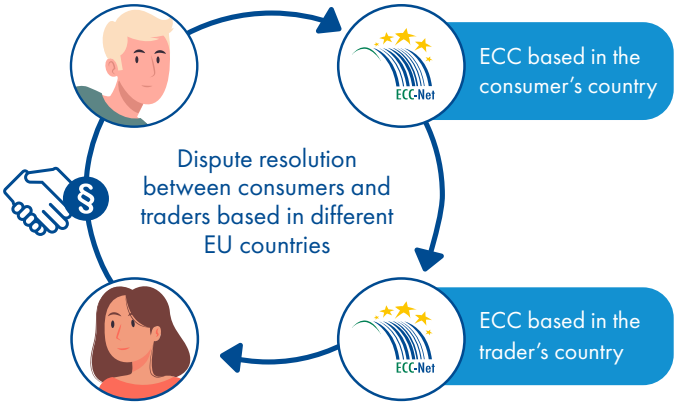


Questions on consumer rights without intervention towards the trader, receive a final answer within an average of **9 days.**

How we accomplish our mission

The ECC-Net's legal experts assist consumers to solve their cross-border problems free of charge by providing strong legal expertise. The network offers a unique overview and reliable information about consumer affairs in the Internal Market which can be used for policy making in collaboration with European and national stakeholders.

Our help for consumers



Consumer testimonials

"I booked a spot at a Belgian airport car park. But as my flight was cancelled, I asked the car park company for a refund. No answer! I turned to ECC France and, luckily, they obtained for me a credit note"

Florence Lenfant
from France



"I had booked a flight to the USA with a Polish airline. The flight was cancelled so I asked for a refund and filled in an e-form. No result. For 3 months I was helpless. Thanks to ECC Czechia I got my money back within 2 weeks"



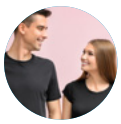
Miroslav Krekáč
from Czechia

"During the COVID19 crisis, ECC Bulgaria has helped me solve a case with a Spanish hotel: I could rebook for another period without losing any of my money. Keep up the good work!"

Svetoslav Genov
from Bulgaria



"We had trouble getting refunded for a flight in relation to #COVID19. The airline didn't want to help us. We tried a private actor with no luck. Then we reached out to ECC Denmark and got a quick and professional response"



Christine & Lars Robdrup
from Denmark

Country of consumers

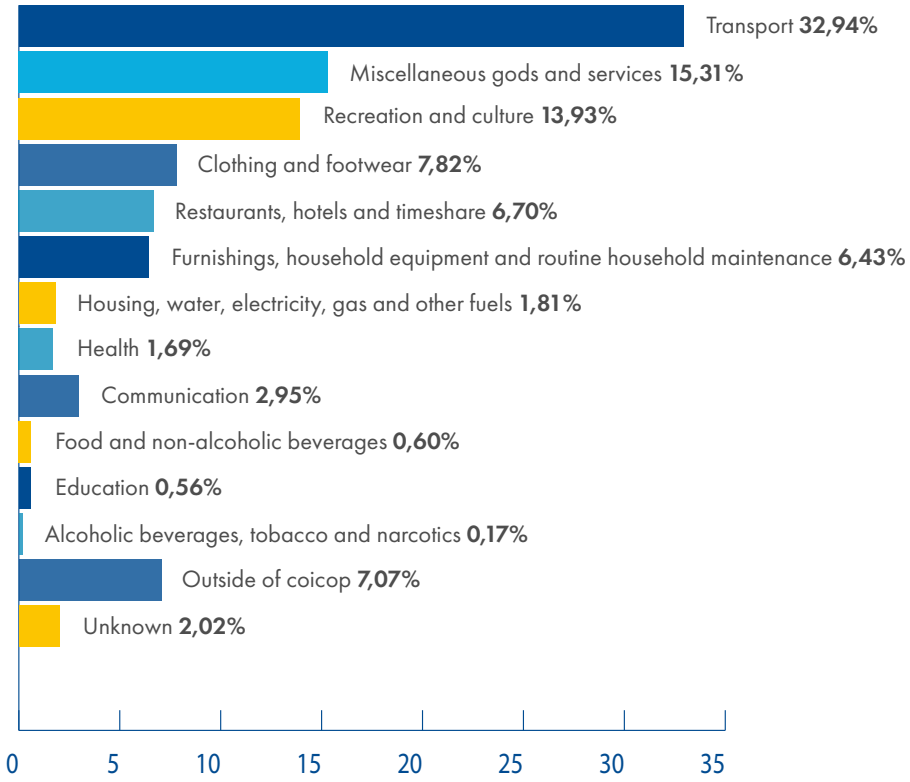
CONSUMER COUNTRY	Total
Austria	8 690
Belgium	13 474
Bulgaria	1 850
Croatia	332
Czech Republic	1 967
Denmark	2 637
Estonia	999
Finland	2 692
France	14 406
Germany	11 819
Greece	935
Hungary	2 094
Iceland	172
Ireland	2 291
Italy	8 538
Latvia	1 327
Lithuania	2 497
Luxembourg	3 184
Malta	656
Norway	1 201
Poland	5 647
Portugal	2 003
Romania	3 828
Slovakia	1 215
Slovenia	1 110
Spain	8 999
Sweden	7 299
The Netherlands	5 406
United Kingdom	8 464
TOTAL	126 670

Country of traders

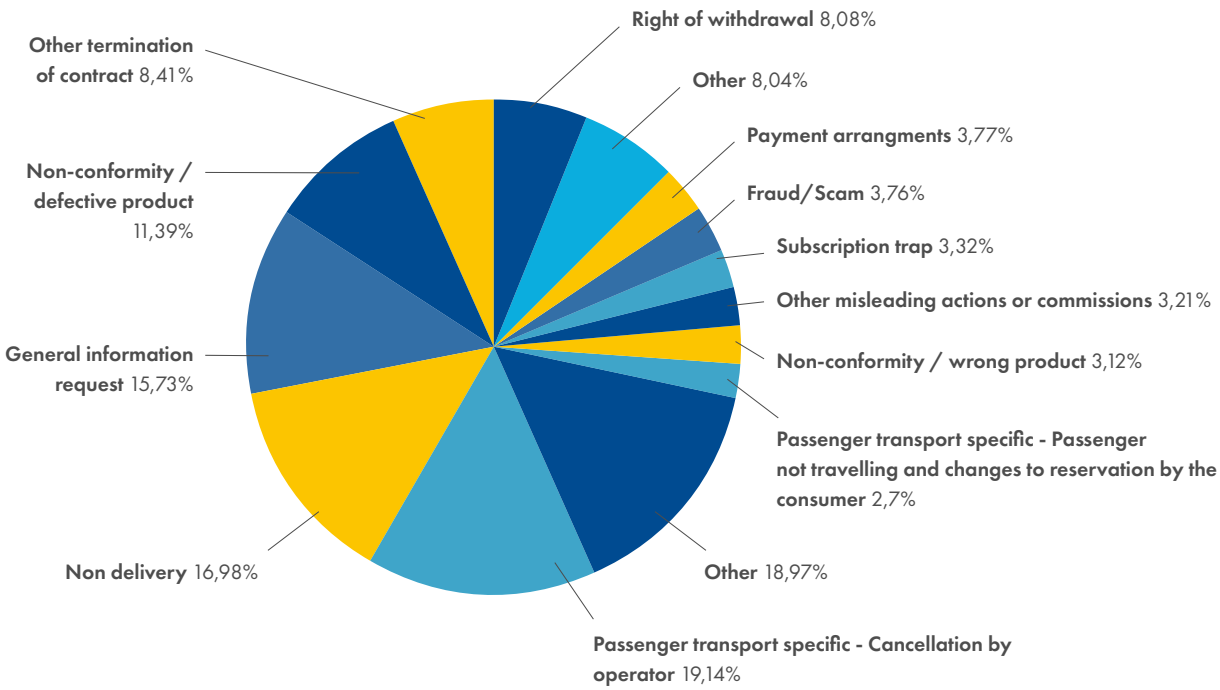
TRADER COUNTRY	Total
Austria	473
Belgium	512
Bulgaria	203
Croatia	72
Czech Republic	678
Denmark	230
Estonia	157
Finland	59
France	1 437
Germany	2 925
Greece	368
Hungary	621
Iceland	68
Ireland	1 431
Italy	1 091
Latvia	412
Lithuania	316
Luxembourg	795
Malta	118
Norway	81
Poland	544
Portugal	563
Romania	381
Slovakia	179
Slovenia	173
Spain	2 562
Sweden	988
The Netherlands	2 054
United Kingdom	1 777
None	104 736
TOTAL	126 670

Sectors

The tourism sector remains the number 1 problematic area for consumers in the EU, mainly due to the pandemic. Especially transport services on international flights with 20% of all requests gave rise to concern.



Nature of complaint



How we are funded



Member state



EU Commission



Our service is completely free of charge for consumers thanks to the co-funding of our partners.

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