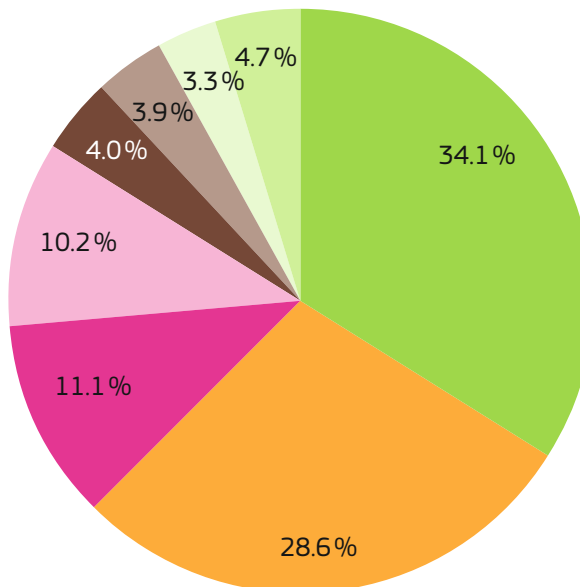


The most frequent problems concerned:

Product/Service, Delivery and Price & Payment



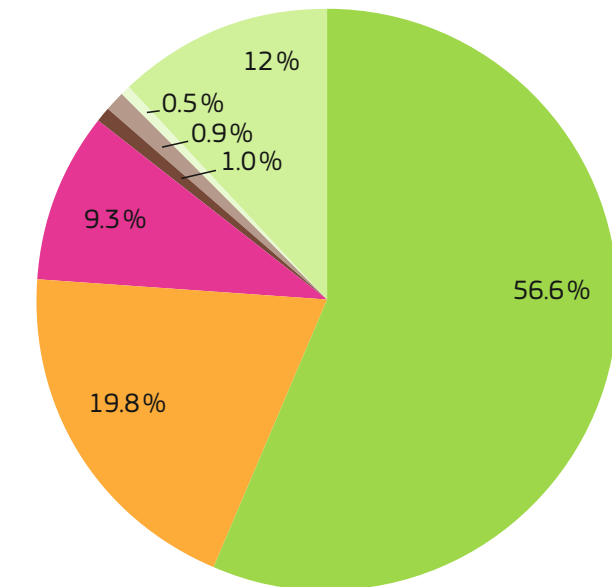
Nature of complaints 2011

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

Selling methods – type of transaction 2011

Selling methods

- E-commerce
- On the premises
- Distance selling – “except E-commerce”
- Internet auctions/Auctions
- Doorstep selling
- Market/Trade fair
- Others



Ten good reasons to contact your ECC

1. The service is free of charge!
2. It is based in every EU country, Norway and Iceland
3. It is co-financed by the European Commission and national governments
4. It has a fully dedicated staff who can provide you with professional consumer advice
5. It offers an effective alternative to legal action against traders
6. It offers you advice before buying goods or services to help you save money and avoid problems
7. It offers you advice on your rights when you shop in Europe
8. It offers you free help finding a solution when things go wrong
9. It offers you assistance contacting a foreign trader when you have problems resolving your complaint
10. It offers you advice on other ways to deal with your complaint if an amicable solution is not possible



How ECC-Net helped others

Non delivery of goods bought online: Slovenian consumers/Norwegian seller

Two Slovenian consumers bought tickets for a concert in Rome on a Norwegian website, but the tickets were never delivered. The consumers turned to ECC Slovenia which transferred the case to ECC Norway. Following intervention by ECC Slovenia and ECC Norway the consumers received the refund.

Lost luggage compensation: Irish consumer/French airline

An Irish consumer's bag was lost while travelling with the airline. The consumer completed the form for lost luggage at the airport and communicated the problem in writing directly to the airline baggage department. The airline did not reply and did not offer any assistance. Following intervention by ECC Ireland and ECC France the airline agreed to pay €400 compensation to the consumer.



Get help
and advice on your purchase abroad

Problems shopping in Europe? Who can help?

- Problems with your EU online purchase – what should you do?
- Having trouble getting a faulty product you bought in another European country replaced?
- Cancelled flight? Long flight delay? Denied boarding? Lost or damaged luggage?
- Holiday did not go as planned – what should you do?
- Looking for the top tips before signing a timeshare contract?
- Car hire abroad – what should you know for more peace of mind?

If things go wrong, ECC-Net offers free help and advice. For more information, see: <http://ec.europa.eu/ecc-net>



What can ECC-Net do for you?

- Advise you on your consumer rights when shopping and travelling in the EU, Norway or Iceland
- Give you practical consumer tips before your purchase or booking, which will help you save money and avoid problems
- Help you contact the trader when you have a problem resolving your complaint
- Inform you on alternative ways to deal with your complaint if an amicable solution cannot be found

The consumer services provided by ECC-Net are free of charge! For more information, see: <http://ec.europa.eu/ecc-net>



Can ECC-Net help you?

ECC-Net can help you if:

- You are a resident in an EU country, Norway or Iceland
- You buy (or you are planning to buy) goods or services from a trader based in another EU country, Norway or Iceland
- You have problems with your purchase
- You have already complained to the trader without any success

Get free help and consumer advice from the European Consumer Centre in your country! For contact details, see: <http://ec.europa.eu/ecc-net>

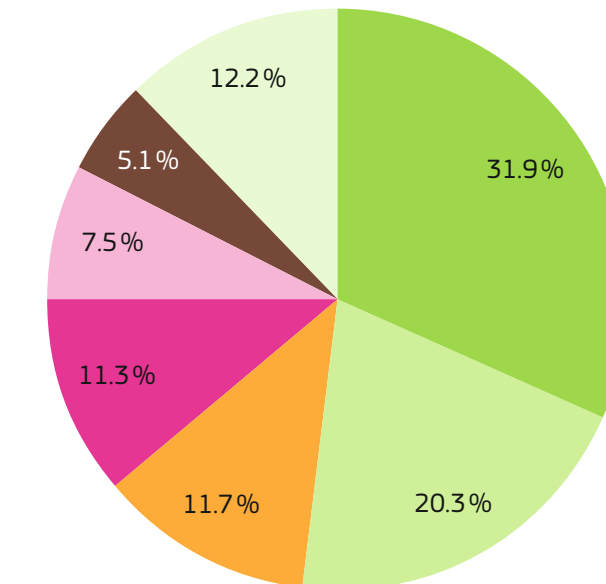
ECC-Net cannot:

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

Cases handled by ECC-Net – over 70,000 in 2011!

Complaints 2011

- 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)



For contact details, see:
<http://ec.europa.eu/ecc-net>

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