



Your consumer rights

don't stop at borders

ECC-Net: travel advice and a buyers' guide
for European consumers





You have
.....
the right...

1 ...when buying from a shop in another EU country, Iceland or Norway:

- **To goods that are not faulty;**
- **To contract terms that are fair.**

2 ...when buying online:

- **To timely delivery of goods;**
- **To a refund if you change your mind within 14 days of delivery.**

3 ...when travelling:

- **To flights that are not unduly delayed;**
- **To luggage that arrives safely;**
- **To package tours that deliver on their promises.**

4 ...when buying a timeshare:

- **To promotional material in your language;**
- **To cooling-off period, to reconsider.**

5 ...when buying a service from or in another country:

- **To receive exactly the same treatment as local residents.**



Any

questions?

Isn't it risky to buy something in another country?

- Most traders are honest and act in good faith;
- Most traders comply with their obligations without being asked.

So why do I need the ECC-Net?


- To provide information;
- To explain the best way to stand up for your rights if something does go wrong;
- To work with you and other network members on putting matters right if there is a problem.

How much does it cost?

- It is a free of charge service subsidised by the European Union and your country;
- You get an individual and independent service from legal experts in a language you understand.

What do I need to know?

- There is an ECC-Net office for each of the 28 EU Member States, and in Iceland and Norway. They are no further than a mouse click away;
- ECC-Net cannot help if you have a dispute with a trader in your own country.



ECC-Net

is the answer

*Christopher, Aisha, Karim, Laura and Lee all found the answers and support they needed to stand up for their rights by contacting their local **ECC-Net office**.*

Christopher ordered a bike from another country, and it never turned up. Who helped him get his money back?

Aisha arrived at her hotel two days late because of flight delays. Who helped her work out what she could claim?

Karim bought an electric shaver while he was on holiday, and it wouldn't work when he got home. Who told him that the guarantee was valid anywhere in Europe?

Laura went to Rome, but the airline lost her luggage. Who advised her on how much compensation she could get?

Lee signed up for a dating agency thinking it was a free trial and felt he had been tricked into taking out a subscription. Who advised him of his rights?

ECC AUSTRIA

Mariahilfer Strasse 81
A-1060 Vienna
+43 1 588 77 0
info@europakonsument.at
www.europakonsument.at

ECC BELGIUM

Hollandstraat 13
1060 Brussels
+32 2 542 33 46
info@ecc-belgium.be
www.eccbelgium.be

ECC BULGARIA

14 Bacho Kiro Str,
Sofia, PC 1000
+359 2 986 76 72
info@ecc.bg
www.ecc.bg

ECC CYPRUS

6, A. Araouzou
1421 Nicosia
+357 2 286 7167
ecccyprus@mcit.gov.cy
www.ecccyprus.org

ECC CROATIA

Ulica grada Vukovara 78
10000 Zagreb
+385 1 610 9744
ecc-croatia@mingo.hr
www.ecc-croatia.hr/

ECC CZECH REPUBLIC

Štěpánská 15
120 00 Prague 2
+420 296 366 155
esc@coi.cz
www.evropskypotřebitel.cz

ECC DENMARK

Carl Jacobsens Vej 35
DK-2500 Valby
+45 4171 5000
info@forbrugereuropa.dk
www.forbrugereuropa.dk

ECC ESTONIA

Rahukohtu 2
10130 Tallinn
+372 6201 708
consumer@consumer.ee
www.consumer.ee

ECC FINLAND

Siltasaarenkatu 12 A, 8th floor
P.O. Box 5 FIN-00531 Helsinki
+358 29 505 3005
ekk@kkv.fi
www.ecc.fi/

ECC FRANCE

Bahnhofplatz 3
D-77694 Kehl, Germany
+49 7851 991 480
info@cec-zev.eu
www.europe-consommateurs.eu

ECC GREECE

144 Alexandras Av.,
PC: 114 71 Athens
+30 210 646 0862,
+30 210 646 0814,
+30 210 646 0612,
+30 210 646 0734
ecc-greece@synigoroskatanaloti.gr
www.synigoroskatanaloti.gr/
index_ecc_en.html

ECC GERMANY

Bahnhofplatz 3
77694 Kehl
+49 7851 991 480
info@cec-zev.eu
www.eu-verbraucher.de

ECC HUNGARY

József körút 6.
Budapest H-1088
+36-1-459-48-32
info@magyarefk.hu
www.magyarefk.hu

ECC ICELAND

Hverfisgata 105
101 Reykjavik,
+354 545 1200
ena@ena.is
www.ena.is

ECC IRELAND

1 Green Street
Dublin 7
+353 1 8797 620
info@eccireland.ie
www.eccireland.ie

ECC ITALY

Viale Degli Ammiragli, 91
00136 Rome
+39 06 44238090
info@ecc-netitalia.it
www.ecc-net.it

ECC Italy – Bolzano Office

Via Brennero 3 (II piano)
I-39100 Bolzano
+39 0471 980939
info@euroconsumatori.org
www.euroconsumatori.org

ECC LATVIA

Brivibas Street 55 - 207
Riga, LV-1010
+371 6738 8625
info@ecclatvia.lv
www.ecclatvia.lv

ECC LITHUANIA

Odminių g. 12
LT-01122 Vilnius
+3705 2650 368
info@ecc.lt
www.ecc.lt

ECC LUXEMBOURG

2A, rue Kalchesbrück
L-1852 Luxembourg
+352 26 84 64 -1
info@cecluxembourg.lu
www.cecluxembourg.lu

ECC MALTA

47A, South Street Valetta VLT 1101
+356 21 221901
ecc.malta@mccaa.org.mt
www.eccnetmalta.gov.mt/home?l=1

ECC NETHERLANDS

Postbus 487 - 3500 AL Utrecht
+31 30 232 6440
info@eccnederland.nl
www.eccnederland.nl

ECC NORWAY

P.O.Box 463 - N-0105 Oslo
+47 23 400 500
post@forbrukereuropa.no
www.forbrukereuropa.no/en/

ECC POLAND

Pl. Powstańców Warszawy 1
00-950 Warszawa
+48 22 55 60 118
info@konsument.gov.pl
www.konsument.gov.pl

ECC PORTUGAL

Praça Duque de Saldanha, 31-1^o
1069-013 Lisbon
+351 21 356 47 50
euroconsumo@dg.consumidor.pt
www.cec.consumidor.pt

ECC ROMANIA

Str. Maior Aviator Ștefan
Sănătescu nr. 44,
floor 1, ap. 2, Sector 1
Bucharest, RO-011478
+30 21 315 7149
office@eccromania.ro
www.eccromania.ro

ECC SLOVAKIA

Mierová 19
SK-827 15 Bratislava 212
+421 2 4854 2019
info@esc-sr.sk
www.esc-sr.sk

ECC SLOVENIA

Kotnikova 5 - 1000 Ljubljana
+386 1 400 3729
epc.mgrt@gov.si
www.epc.si/en/

ECC SPAIN

C/ Príncipe de Vergara, 54
28006 Madrid
+34 91 822 45 55
cec@consumo-inc.es
www.cec.consumo-inc.es

ECC SWEDEN

Tage Erlanderogatan 8A
652 20 Karlstad
+46 54 19 41 50
info@konsumenteuropa.se
www.konsumenteuropa.se

ECC UNITED KINGDOM

1 Sylvan Court, Sylvan Way
Southfields Business Park
Basildon, Essex SS15 6TH
+44 8456 040 503
ecc@tsi.org.uk
www.ukecc.net

