

Take the ECC-Net with you  
when you travel



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ND-04-13-138-EN-N



Your consumer rights  
don't stop at borders  
ECC-Net: travel advice and a buyers' guide  
for European consumers





You have  
the right...



Any  
questions?



**ECC-Net**  
is the answer

### 1 ...when buying from a shop in another EU country<sup>1</sup> to:

- Goods that are not faulty ;
- Contract terms that are fair.

### 2 ...when buying online to:

- Timely delivery of goods ;
- Change your mind and get your money back within 14 days of delivery.

### 3 ...when travelling to:

- Flights that are not unduly delayed ;
- Luggage that arrives safely ;
- Package tours that deliver on their promises.

### 4 ...when buying a timeshare to:

- Promotional material in your language ;
- Cooling-off period, to reconsider.

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

- Receive exactly the same treatment as local residents.

Find out about these rights and many more at:  
<http://ec.europa.eu/consumers/ecc/>

<sup>1</sup> And Iceland and Norway.

### 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.

Join hundreds of thousands of others, check it out now at [ec.europa.eu/consumers/ecc.](http://ec.europa.eu/consumers/ecc/)

*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?