

Conditions for the investigation of complaints from the European Consumer Centers Network

Please have in mind that sending your request to the European Consumer Centers Network does not automatically mean that complaint is lodged since the above mentioned conditions must be fulfilled in order to proceed with the inquiry of the request:

- Provide full contact information details and more specifically:
 - Name (in Latin characters)
 - Contact email
 - Country of residence (Complete address, street & number, city, ZIP) (optional) and
 - Telephone number
- Provide the minimum contact details of trader and more specifically:
 - Company's name
 - Contact email
 - Country where trader is based
- Provide evidence of your transaction with trader or any other relevant document that would help us to support your allegations (eg proof of purchase, photo of the defective product, order form, etc.).
- There should be also a clear (and short) description of the dispute and a specific request for mediation to the European Consumer Centers Network as a primary recipient and not as a notification.
- Have a proof of prior written contact with the trader (via e-mail) (**a prerequisite**).
- Provide a signed authorization to the European Consumer Center of Greece to take over the case (Power of Attorney). The relevant document can be found in the web site of ECC Greece, at the following address:

<https://www.eccgreece.gr/en/about-us/jurisdiction-procedure/>

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Note that the language of communication with the network is **preferable** to be English (as colleagues from relevant European Consumer Centers do not speak the Greek language) in order to manage your case quickly and efficiently.

Finally, the condition for accepting the complaint is that consumer is not legal entity.

Having in mind all the above mentioned, we would like you to inform that the European Consumer Centers Network will be committed to investigate your case and offer you its mediation services if you meet the above conditions, of course within the scope of its competences and given that the conditions of the legislation are fulfilled.