



The European Consumer Centres Network (ECC-Net)

in 2024

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→ our network

The network is composed of

29 European

Consumer Centres (ECCs)



→ our service

Our legal experts on EU
consumer right provided
individual answers to

133,696 enquiries.



→ amount recovered

7 576 946.37 €



→ our succes rate

59%

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



→ reactivity

A first comprehensive response within **14 working days**
for **90% of all enquiries.**



How we accomplish our mission

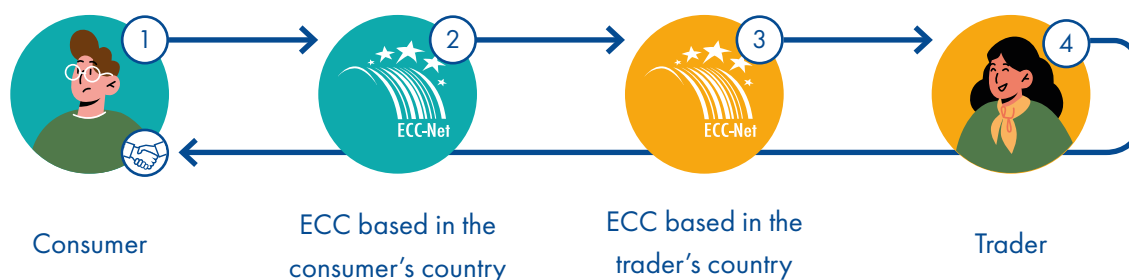
The ECC-Net's legal experts assist consumers to solve their cross-border problems free of charge by providing strong legal expertise.

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

Dispute resolution between consumers and traders from different EU countries:



Consumer testimonials

I was throwing a bottle into the sea, but I'm pleasantly surprised by the responsiveness and seriousness of your organisation. I'll try to spread the word to tell people there is still justice in our dear, beautiful country and the European Union.

.....
a consumer from France 

I would like to thank you very much for taking care of my case. The amount itself is not important here [...]. I am extremely grateful that I could use your help, that you took this matter seriously and dealt with it with commitment.

.....
a consumer from Poland 

Tried a dozen times ourselves to solve, zero results. You make it happen.

.....
a consumer from the Netherlands 

Thank you again for your efforts! You are incomparable! Stay healthy and responsible.

.....
a consumer from Lithuania 

Thank you again for your support. I hit a wall in direct communication with the trader, which I could not overcome without your help. I was also pleasantly surprised by the professionalism and efficiency with which the file was managed and by the fact that there are national/European institutions that really work.

.....
a consumer from Romania 

I checked my bank account today and was pleased to discover the money transfer! The company has refunded the full amount to me. I am very grateful to you - thank you very much! Without your work, I would have probably never seen my money again.

.....
a consumer from Hungary 

Almost 134 000 consumer requests for advice and intervention

In 2024, nearly 134,000 consumers reached out to their local ECC for advice and support.

The first table breaks down this number per country. The second table shows how often each ECC was contacted by another centre to mediate with a local company. 18 291 consumer complaints were shared across the network last year.

Consumer country	
Austria	6 425
Belgium	12 255
Bulgaria	3 819
Croatia	856
Cyprus	1 005
Czech Republic	1 899
Denmark	3 200
Estonia	1 289
Finland	2 488
France	14 121
Germany	13 624
Greece	1 242
Hungary	3 302
Iceland	211
Ireland	986
Italy	9 456
Latvia	1 587
Lithuania	3 063
Luxembourg	3 569
Malta	846
Norway	2 004
Poland	9 127
Portugal	2 940
Romania	6 742
Slovakia	1 291
Slovenia	1 233
Spain	10 131
Sweden	8 773
The Netherlands	6 193
TOTAL	133 677

Trader country	
Austria	1 003
Belgium	571
Bulgaria	401
Croatia	118
Cyprus	832
Czech Republic	648
Denmark	235
Estonia	364
Finland	147
France	1 578
Germany	3 878
Greece	376
Hungary	187
Iceland	56
Ireland	1 416
Italy	1 590
Latvia	385
Lithuania	933
Luxembourg	951
Malta	560
Norway	213
Poland	690
Portugal	379
Romania	361
Slovakia	221
Slovenia	198
Spain	2 390
Sweden	693
The Netherlands	2 797
None	2 151
TOTAL	133 677

* based on Net project

ECC-Net Expert Statements

As part of our commitment to improving consumer rights, the European Consumer Centres Network responds to policymakers' requests and publishes opinions and papers addressing key consumer issues. We provide data-driven insights based on consumer cases handled by the network. In doing so, ECC-Net contributes to the representation of consumer interests in legislation and policy development.

In 2024, passenger rights and mobility were a key focus. In the run-up to the European Parliament elections, ECC-Net published a position paper outlining requests for improvements in consumer protection. We also issued publications on recurring issues such as dropshipping and parcel delivery.

Expert statements on mobility legislation



ECC-Net's feedback on the passenger mobility package

In November 2023, the European Commission presented the Passenger Mobility Package, which contains four legislative proposals aimed at strengthening travelers' rights and providing improved information for passengers. The European Consumer Centres Network has carefully reviewed these proposals in 2024, offering insights to ensure better consumer protection across the European Union.

Key highlights of the Commission's proposal identified by the ECC-Net as beneficial for consumers:

1. The proposal aims to establish clear rules and responsibilities for booking platforms and online intermediaries involved in the sale of transport tickets. This initiative addresses a significant legal gap that has disadvantaged consumers, especially during the COVID-19 pandemic. The obligations focus on the provision of accurate information, the transfer of consumer data to carriers for effective communication and mandatory refunds within 14 days where consumers are entitled to them.

2. The Commission proposes to standardise the terms and conditions of vouchers to make them easier to understand and use, while leaving the use of vouchers as a substitute for refunds on package holidays voluntary for consumers.
3. The Commission emphasises the need to consider the situation in both the country of origin and the country of destination when addressing travel concerns. Concerning the limitation on advance deposits, a notable addition is the imposition of a cap on deposits required when consumers book package travel several months before the departure date.

ECC-Net identified four major challenges and gave recommendations:

1. Airline insolvency protection: The proposal lacks discussion on airline insolvency, a critical issue for consumers. ECC-Net advocates comprehensive measures to protect passengers in such cases.
2. Luggage transportation protections: There are inadequate protections for baggage. ECC-Net recommends including basic baggage options in airline tickets, setting standards for size and weight regulations, and clarifying compensation procedures in case of loss or delay of baggage.
3. The proposal does not provide sufficient consumer protection for multimodal journeys. ECC-Net stresses the need for comprehensive coverage in case of interrupted journeys, including rights to re-routing, assistance and compensation. In addition, clearer indications are needed on the rules applicable when combining different modes of transport.
4. The absence of a provision requiring national enforcement bodies (NEBs) to produce annual reports is a notable omission. Such reports would keep consumers and stakeholders informed about problematic airlines and industry challenges.

ECC-Net's call for comprehensive reforms:

ECC-Net observes increasing difficulties in the amicable enforcement of passenger mobility rights laid down in EU legislation and the Court of Justice of the European Union (CJEU). Consumers are more and more forced to recourse to justice to enforce their rights vis-à-vis transport companies. This trend underscores the need for simplification and clarification of regulations.

ECC-Net suggests the extension of effective measures such as those applicable for air passengers to all passenger rights regulations, including those for train, bus, and boat travel. Moreover, improved communication and cooperation between airlines, consumer organisations, Alternative Dispute Resolution (ADR) bodies, and NEBs are crucial to clarify roles and facilitate complaint resolution.

The proposed Passenger Mobility Package would address some of the identified issues. However, to ensure comprehensive consumer protection, ECC-Net emphasises the need for:

- Addressing airline insolvency issues.
- Enhancing luggage transportation protections.
- Strengthening consumer rights in multimodal journeys.
- Clarifying the role and reporting obligations of NEBs.

By implementing these recommendations, policymakers can significantly improve passenger rights and consumer protection across the EU.



Mileage verification with Car-Pass: Ensuring accuracy for vehicles abroad

ECC-Net has highlighted the widespread problem of mileage fraud in the used car market, where sellers manipulate mileage figures to inflate vehicle prices. This practice not only financially misleads consumers, but also poses significant safety risks due to undisclosed wear and tear. Although illegal in 26 European countries, enforcement and prevention measures against odometer manipulation remain inconsistent across the EU.

To combat this fraud, Belgium and the Netherlands have introduced the Car-Pass system. This initiative provides a certified document detailing a vehicle's mileage history, ensuring transparency at the point of sale. The Car-Pass compiles data from various reliable sources, including garages, technical inspection centres and connected vehicles, to produce an accurate mileage record. In Belgium, the success of the system is evident: in 2023 alone, Car-Pass processed 19.38 million mileage readings from 13,751 different sources, leading to a 7% increase in documents issued and a significant reduction in fraud.

The benefits of the Car-Pass system to consumers are substantial:

- Financial protection: Accurate mileage records prevent consumers from overpaying for vehicles with falsified odometers.
- Safety assurance: Transparency of a vehicle's usage history ensures buyers are aware of potential maintenance needs, reducing the risk of accidents due to hidden wear and tear.
- Informed decisions: Access to comprehensive vehicle data, including CO₂ emissions and compliance with environmental standards, allows consumers to make choices based on their environmental and economic preferences.

In order to improve consumer protection across Europe, ECC-Net advocates the introduction of a harmonised Car-Pass system across the EU. Such harmonisation would facilitate the exchange of mileage data between Member States, ensuring that vehicles imported and sold across borders have verified mileage records. This initiative would not only deter fraudsters but also increase consumer confidence in the used car market.

The implementation of an EU-wide Car-Pass system requires legislative action to standardise data collection and exchange protocols to ensure privacy and accuracy. By requiring all Member States to participate in this single system, the EU can create a transparent and trustworthy marketplace for used cars, protecting consumers from fraudulent practices and improving road safety across the continent.





Improving EU bus passenger rights for greater consumer protection

The European Consumer Centres Network has carried out an extensive review of over 4,000 consumer cases and consultations and has identified significant gaps in the current EU framework for bus and coach passengers' rights. These gaps mainly concern areas such as baggage handling, on-board communication and compensation policies. To address these issues, ECC-Net recommends legislative reforms aimed at improving consumer protection and ensuring a fairer and more efficient travel experience for bus passengers in all EU Member States.

Benefits for consumers:

- Improved baggage handling: Strengthening regulations to ensure better management and accountability for passenger baggage, reducing loss and damage.
- Improved communication: Requiring clear and timely information during the journey to enable passengers to make informed decisions, especially in the event of delays or disruptions.
- Fair compensation policies: Establishing standardised compensation mechanisms for service disruptions to ensure that passengers are adequately compensated for inconveniences.

ECC-Net proposes EU legislators to introduce:

- Standardisation across member states: Close gaps in and then harmonise these bus passenger rights to eliminate disparities and ensure consistent protection throughout the EU.
- Mandatory redress mechanisms: Establishing accessible and efficient procedures for passengers to resolve complaints, thereby increasing confidence in bus services.
- Regular monitoring and enforcement: Establishing robust monitoring to ensure compliance, deter potential infringements and protect the interests of passengers.

By adopting these recommendations, EU legislators can significantly improve the bus travel experience, increase consumer confidence and promote sustainable mobility across Europe.



Improving EU sea passenger rights for greater consumer protection

ECC-Net has identified significant challenges in the current EU framework for maritime passenger rights, based on an extensive review of over 4,400 consumer cases. These challenges include unclear legal definitions, inadequate assistance when travel is interrupted and inconsistent compensation practices. To address these issues, ECC-Net has published a policy paper advocating legislative reforms to improve consumer protection for maritime passengers in all EU Member States.

Benefits for consumers:

- Clarified regulations: Defining ambiguous terms such as 'scheduled time of departure' to prevent disputes and ensure fair compensation.
- Strengthened assistance obligations: Requiring airlines to provide essential assistance, including meals, refreshments and accommodation in the event of delays or cancellations, with no exceptions.
- Improved support for passengers with reduced mobility (PRM): Enforcing penalties for non-compliance and introducing compensation for infringements to ensure that PRM passengers receive the assistance they are entitled to.

ECC-Net sees a need for:

- Simplified re-routing and reimbursement processes: Ensure passengers reach their intended destinations or receive prompt reimbursement for additional travel costs incurred due to disruptions.
- Better complaint handling mechanisms: Extending complaint deadlines for lodging complaints and raising awareness of National Enforcement Bodies (NEBs) to facilitate efficient resolution of passenger complaints.

By implementing these recommendations, the EU legislator will be able to create a more transparent and reliable environment for maritime transport, thereby increasing consumer confidence and promoting seamless cross-border mobility across Europe.

Expert statements on recurring issues within the E-Commerce sector



Parcel delivery challenges addressed by ECC-Net in the e-commerce sector

The European Consumer Centres Network has identified persistent challenges in the e-commerce parcel delivery sector, despite comprehensive EU consumer protection legislation. These problems often stem from traders' non-compliance with existing rules, leading to numerous consumer complaints. To improve consumer protection, ECC-Net recommends stricter enforcement of existing legislation and proposes legislative changes to address specific delivery and returns challenges.

Delivery reliability can be improved by enforcing traders' obligations to ensure that parcels reach consumers directly or are only handed over to authorised third parties. This would help reduce the number of non-deliveries and misdeliveries and give consumers more confidence in online shopping.

Improved risk protection is also essential. Responsibility for loss or damage should remain with the trader until the consumer physically receives the goods. This clarification would prevent consumers from being unfairly burdened with problems that arise in transit.

Streamlining returns procedures would further strengthen consumer rights. Traders should be required to acknowledge returns promptly and process refunds without unnecessary delays. A more efficient returns system would increase confidence and satisfaction in e-commerce transactions.

The ECC-Net proposes the following legal reforms:

- Clear definition of delivery obligations: Legislation should specify that delivery is not fulfilled until the consumer or an authorised person takes physical possession of the goods. This includes prohibiting deliveries without the required signatures, unless the consumer explicitly waives this requirement.
- Standardised proof of delivery: Implementing requirements for carriers to obtain verifiable proof of delivery, such as signatures or one-time passwords, can serve as evidence in the event of a dispute.
- Address alternative delivery locations: Guidelines should be established for deliveries to alternative

locations, such as parcel lockers or pick-up points, to ensure that the risk remains with the trader until the consumer collects the parcel.

- Prohibit unreasonable charges to consumers: Retailers should be prevented from imposing unreasonable requirements on consumers, such as the requirement to report lost parcels to the police, which may hinder consumers' ability to seek redress.

By implementing these reforms, the EU can strengthen consumer rights in the e-commerce sector and ensure that parcel delivery processes are transparent, reliable and fair. This will not only increase consumer confidence, but also promote a more trustworthy and efficient internal market.



Dropshipping: Recommendations for a regulation on EU Level

The European Consumer Centres Network has identified significant consumer protection challenges associated with the rise of dropshipping in e-commerce. Dropshipping, where sellers facilitate sales without holding stock - passing orders directly to third party suppliers - has led to numerous consumer complaints. These problems often stem from traders' failure to comply with existing regulations, resulting in problems such as delayed deliveries, poor product quality and difficulties in obtaining withdrawals and refunds. To address these concerns, ECC-Net recommends stricter enforcement of existing laws and proposes legislative changes specifically targeting dropshipping practices.

Benefits for consumers:

- Enhanced **transparency**: Mandating that dropshipping sellers clearly disclose their business model, including the origin of products, estimated delivery times and return shipping costs, will enable consumers to make informed purchasing decisions.
- Improved product **quality assurance**: Holding dropshipping sellers accountable for the quality and safety of products ensures that consumers receive items that meet EU standards, reducing the risk of counterfeit or hazardous goods.
- Strengthened **customer support**: Requiring dropshipping businesses to establish responsive customer service systems will assist consumers in resolving issues related to orders, fostering trust and satisfaction in online shopping.

Proposed legislative reforms:

- **Mandatory disclosure requirements:** Legislation should require dropshipping companies to inform consumers when they are not the actual manufacturer or stockist of the products sold. This includes providing details of third-party suppliers and realistic delivery times and return shipping costs.
- **Clarify liability:** Establishing clear legal responsibilities for dropshipping sellers in relation to product compliance with EU safety and quality standards will ensure that consumers have recourse in cases of defective or non-compliant goods.
- **Regulating marketing practices:** Implementing guidelines to prevent misleading advertising, especially by influencers promoting dropshipped products without proper disclosure, will protect consumers from deceptive marketing tactics.

By implementing these reforms, the EU can strengthen consumer rights in the e-commerce sector, ensuring that dropshipping practices are transparent, reliable, and fair. This will not only boost consumer confidence but also promote a more trustworthy and efficient internal market.



Consumer empowerment: ECC-Net recommendations after the European Elections 2024

ECC-Net has identified several areas where consumer protection can be improved in the next term of the European Parliament (2024-2029). Based on two decades of experience in cross-border consumer assistance, ECC-Net offers the following recommendations:

1. Strengthening consumer protection in the digital marketplace

- **Accountability of digital marketplaces:** Implementing rules to ensure that online platforms are responsible for the safety and compliance of products sold through their channels, especially those from non-EU sellers.
- **Secure online payment solutions:** Require payment service providers to improve fraud detection capabilities and streamline consumer reporting processes. Standardise refund procedures through chargeback mechanisms to protect consumers from fraudulent transactions.
- **Regulate influencer marketing:** Establish clear guidelines to define influencer marketing, ensure transparency and hold influencers accountable for promoting products.

2. Protecting consumers from the risks of Artificial Intelligence (AI)

- **Duty to inform on the use of AI:** Require companies to disclose when AI algorithms are used to process personal data for marketing purposes, allowing consumers to make informed decisions.
- **Ensure human contact options:** Where AI-powered chatbots are used for customer service, provide consumers with the option to contact a human representative to resolve complex issues.

3. Improving travelers' rights

- **Protection against airline bankruptcy:** Establish a guarantee scheme to protect consumers financially in the event of airline bankruptcy, addressing the average loss of €431 per passenger in such cases.
- **Clarifying 'extraordinary circumstances':** Define and list specific events that qualify as 'extraordinary circumstances' to provide clarity on when airlines are exempt from compensation obligations.

- Standardise baggage rules: Establish common weight and size limits for cabin baggage to make it easier to compare prices when booking.
- Ensure transparency of intermediaries: Introduce specific rules for online booking platforms and price comparison websites to ensure clear pricing and prompt assistance to consumers, especially regarding refunds for cancelled services.

By adopting these recommendations, the European Union can further empower consumers and ensure that their rights are respected in an increasingly digital and interconnected marketplace.



Visibility

Coordinated campaigns in the press and on social media

- Safer Internet Day
- Travelling to the 2024 European Football Championship in Germany
- World Consumer Rights Day on “Europe in our daily lives”
- Europe Day
- Olympic and Paralympic games 2024 in Paris
- World Tourism Day
- Black Friday
- Warning of fraudsters impersonating ECC-Net

Coordinated communication activities in 2024

ECC-CPC Monitor Project

The ECCs monitor and report recurring consumer issues in the internal market to their national consumer protection enforcement authority. These alerts concern illegal commercial practices and traders who have repeatedly breached European consumer law.

Through the “ECC-CPC Monitor” project, ECC France will analyse the network’s data and collect information from all ECCs on enforcement concerns and activities in order to gain insights at EU level. Our aim is to use our knowledge and expertise as ECC-Net to strengthen the cooperation between our network and the CPC network.

Examples of successful ECC-CPC alerts and cooperation:

ECC Austria, together with the legal department and its host VKI and CPC-Net, successfully took legal action against Dr. Smile for multiple violations of consumer protection and medical regulations. The Austrian courts ruled that Dr. Smile had no legal authorisation to perform dental procedures in Austria, in violation of the Austrian Dentists Act. Contracts were deemed null and void, comparable to illegal gambling contracts. These legal actions led to Dr. Smile's withdrawal from Austria at the end of 2024, strengthening consumer rights and setting an important precedent for stricter oversight of digital healthcare services.

EU Consumer Rights for Displaced Ukrainians

The European Commission has launched a campaign to inform displaced Ukrainians living in the EU about their consumer rights. These laws ensure that dangerous products are kept off the market and that consumers are treated fairly when buying things like clothes online, electricity or mobile phone contracts. The campaign is currently running in Germany, Poland, the Czech Republic, Spain, Italy and Bulgaria.

Safer Internet Day

The Safer Internet Day theme «Together for a better internet» was designed to engage children. We looked for ways to link this initiative to cross-border consumer protection and chose the theme of influencer marketing as many ECCs do not have children in their direct audience. By focusing on this issue, the network aimed to reach young consumers indirectly and raise awareness of online advertising practices and their impact on consumer rights. Our campaign ran on social media and also promoted the European Commission's Influencer Legal Hub.

World Consumer Rights Day

To mark World Consumer Rights Day and ahead of the European elections, ECC-Net highlighted key advances in consumer rights driven by the European Union. The communication underlined the EU's crucial role in shaping consumer protection policy and highlighted several impactful changes: the introduction of a universal USB Type-C charging standard, stronger digital consumer protection through the Digital Services

Act and the Digital Markets Act, the extension of the 'right to repair' for more sustainable consumption, and stricter consumer credit rules coming into force in 2026 to better regulate 'buy now, pay later' schemes and prevent over-indebtedness. The campaign highlighted how EU legislation directly benefits consumers and the importance of strong consumer rights policies in everyday life.

Olympic and Paralympic Games 2024 in Paris

ECC France and the DGCCRF published a comprehensive FAQ in French and English, providing essential information on topics such as traffic regulations during the Olympic Games, public transport in Île-de-France and guidelines for restaurants and cafés in Paris. This resource was consulted by more than 160,000 visitors. In addition, a joint information campaign ran on social media platforms from 26 July to 8 September 2024. The campaign addressed key issues such as online betting scams and services available to tourists in case of problems, and generated over 30,000 impressions through 76 posts in French and English. Collaboration with the press also ensured a wide reach.

Black Friday

This year, our Black Friday campaign took a new approach by focusing on post-Black Friday buyer's remorse rather than preemptive warnings. Research shows that impulsive purchases driven by discounts and limited-time offers often lead to regret soon after the event. Our Black Friday Hangover strategy was designed to reach consumers at that moment and provide clear guidance on their right to return. By targeting consumers when they were most likely to reconsider their purchase, we ensured that our consumer protection message was timely and relevant.

Fraudsters impersonating ECC-Net

At the end of 2024, the network had to issue an urgent warning to consumers about a new scam in which fraudsters pretend to be from the European Consumer Centres Network. These criminals specifically targeted people who had previously been victims of financial product fraud, falsely promising to recover their lost money. Through widespread awareness raising via social media and the press, we worked to protect consumers from further harm and to build confidence in legitimate consumer protection services.

Conferences, workshops & meetings

Meetings and workshops strengthen mutual understanding and cooperation between the ECC-Net and other consumer protection stakeholders. Exchanges with traders aim to streamline case handling and increase the network's ability to resolve problems on behalf of consumers.

A selection of events:

January

- Meeting with EU networks from Eastern and Southern Europe: Europe Direct, Eurodesk, Enterprise Europe Network

February

- Stakeholder meeting with European Car Rental Conciliation Service (ECRCS)

April

- Cooperation Days in Mechelen

May

- Meeting with Travel Net in Copenhagen
- ECC-Net gave valuable insights to DG Connect for its campaign on "Better Internet for Kids"

September

- Stakeholder meeting with Travel Net and the German ADR body SRUV
- Stakeholder meeting with Ecommerce Europe

October

- Communication Workshop in Sofia

November

- Data Management Workshop in Warsaw
- Directors Meeting in Brussels

ECC-Net website

[→ eccnet.eu](https://eccnet.eu)



149 343

website visitors



+27,3%

compared to 2023



337 375

page views



+10,7%

compared to 2023



Publications



21 new articles

8 position papers

Top news article of 2024



"Artificial Intelligence: How Do We Protect Consumer Rights in AI Applications?"

Selected highlights from national events and campaigns

ECC France

ECC France updated its guide to sustainable e-commerce, including ethical and social aspects. A highlight of the year 2024 was the visit of Jean-Noël Barrot, the French Minister Delegate for Europe, to the office on 22 April 2024.

ECC Luxembourg

ECC Luxembourg ran two major visibility campaigns in national cinemas and on the tram in their capital city.

ECC Austria

ECC Austria's digital out-of-home campaigns on hundreds of video screens throughout Vienna's public transport system once again surpassed one million views. The latest clips provided consumer tips on EURO 2024 tickets, car rental, Black Friday and Christmas gift shopping.

ECC Lithuania

ECC Lithuania celebrated World Consumer Day with an intellectual game for 200 students from 10 regions.

ECC Finland

ECC Finland has launched an "easy language" section on its website to reach consumers with cognitive disabilities, the elderly and immigrants studying the language, and also to explain complex legal issues in simple terms.

ECC Netherlands

In the Netherlands, the media campaign "Eerst checken, dan bestellen" received a lot of attention across all media.

 **ECC Sweden**

ECC Sweden participated in “Järvaveckan”, a platform for political dialogue and one of Sweden’s most important events for civic engagement, bringing together companies, associations, authorities, politicians and citizens.

 **ECC Cyprus**

At Larnaca airport, ECC Cyprus displayed advertisements on air passenger rights for half a year.

 **ECC Slovenia**

ECC Slovenia met with consumers in large shopping centres on several occasions to inform them of their rights. The campaigns covered World Consumer Rights Day, Black Friday and the Christmas shopping season. To promote sustainable consumer habits, during one of the events, ECC Slovenia hosted an on-site technician providing free diagnostics and repairs for faulty appliances, while ECC encouraged visitors to bring their own items for assessment and repair.

 **ECC Estonia**

ECC Estonia started a social media campaign “Consumer Compass”. Different consumer topics were introduced with 2-minute videos by ECC Estonia’s staff members.

 **ECC Hungary**

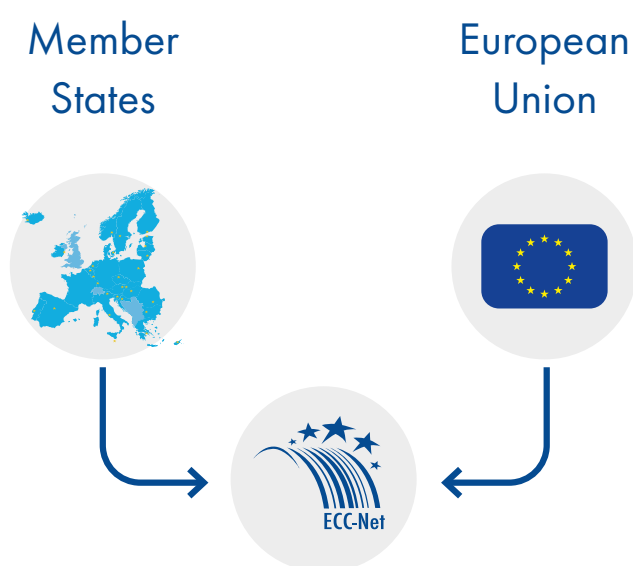
ECC Hungary organised and participated in several promotional events in order to raise awareness of online retailers on consumer rights and also a special day at the Budapest Airport to promote air passengers’ rights.

 **ECC Germany**

ECC Germany accompanied visitors to the Olympic Games in Paris as well as to the EURO football championship in Germany with extensive information concerning transport, accomodation and ticketing.

How we are funded

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



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