

## Information release

# The European Centre has published a new newsletter with the latest news on consumer affairs

**The April edition of the Newsletter highlights the need to strengthen measures to ensure the safety of all products sold online.**

*Madrid, 6 May 2026* – The European Consumer Centre in Spain (ECC-Spain) has just published a new issue of its Newsletter, which highlights the main developments in the field of cross-border consumer affairs in Europe. Among these, to mark World Consumer Rights Day, the Centre highlighted the need for European authorities to adopt stronger measures to ensure that all products – particularly those sold on online marketplaces – are safe and comply with European regulations.

This call for action was prompted by data contained in a [report](#) by the Organisation for Economic Co-operation and Development (OECD), which found that 87% of products that have been recalled or banned are still available online. This means that, in addition to direct safety risks, public health problems may arise, hence the importance of launching further initiatives to raise awareness and ensure that all products sold on European markets comply with current safety regulations.

Similarly, the newsletter reports on research carried out by the European Commission and national consumer protection authorities in 25 countries, which monitored the commercial activities of a total of 314 online shops. The conclusion was revealing: during the Black Friday and Cyber Monday sales, 30% of the shops investigated did not provide accurate information about discounts.

Readers will also find a warning from the European Consumer Centres Network (ECC-Net) regarding the growing use of Artificial Intelligence (AI) by consumers to find information and defend their rights. In this regard, the network emphasises that, whilst AI can be a valuable tool for seeking general information on consumer rights, its use also carries obvious risks when the data provided is incorrect, incomplete or does not fit the specific circumstances of each case. For this reason, it highlights the importance of having access to qualified and personalised advice, such as that offered by the ECC-Net, which ensures that consumers receive appropriate guidance, have realistic expectations and access the necessary support in their consumer dealings with businesses in the European Union.

Similarly, in light of the current situation in the Middle East, the newsletter reviews air passengers' rights in the event of flight delays or cancellations caused by the conflict. CEC-Spain therefore points out that air passengers' basic rights remain in force and that, in situations of armed conflict or airspace closure, airlines often cite extraordinary circumstances, which may affect the right to financial compensation. However, this does not exempt them from complying with other essential obligations, such as the right to a refund or alternative transport, or the right to receive assistance, provided that [Regulation \(EC\) No 261/2004](#) applies.

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