

Information release

ECC-Spain gets over €700,000 in refunds for consumers in 2025

The European Consumer Centre in Spain received more than 16,000 requests in 2025, 29% more than the previous year.

Madrid, 18 February 2026.- The European Consumer Centre in Spain (ECC-Spain) has presented its [2025 Annual Report](#), a document that summarises the main actions carried out throughout the year and the results obtained in defending consumer rights.

Last year, the Centre received a total of 16,125 requests, representing an increase of 29% compared to 2024. Of these, 11,511 were information requests, 26.2% more than the previous year, with 99% coming from residents in Spain. The sector with the highest number of enquiries was transport (29.6%), followed by restaurants, hotels and timeshares (10.4%), leisure and culture (8.3%) and clothing and footwear (6%).

In terms of complaints, ECC-Spain received 4,614 cases, representing an increase of 36.6% over the previous year. Of these, 1,541 corresponded to residents in Spain. The transport sector was once again at the top of the list, accounting for 40.3% of all complaints, followed by restaurants, hotels and timeshares (9.1%), clothing and footwear (8.8%) and leisure and culture (8.7%).

As a result of the work carried out by the Centre's team of ten professionals, refunds of more than €700,000 were obtained for consumers, with 45% of all complaints being resolved in favour of the consumer. In addition, nearly 70% of users expressed their satisfaction with the service received.

On the other hand, in 4,413 cases, the Centre advised consumers on the need to transfer their complaint to other bodies with the necessary competences to process it. Thus, when the ECC receives complaints about certain sectors or matters over which it has no jurisdiction to act, it helps consumers to direct their query or complaint to the appropriate authority.

In terms of communication, ECC-Spain published six newsletters, which were sent to nearly 1,500 subscribers, as well as seven new brochures and an update to the one dedicated to the European Small Claims Procedure. It also distributed 112 information notes on consumer rights and various protection measures promoted by public administrations.

It should also be noted that, throughout 2025, the ECC-Net celebrated its [twentieth anniversary](#), culminating in a high-level commemorative event held in Brussels last November. Organised by the European Commission's Directorate-General for Justice and Consumers ([DG JUST](#)), it brought together Commissioner McGrath, senior EU officials, national authorities, representatives of traders and consumer organisations, together with influential voices from the digital age who helped raise awareness of the network's mission, which is none other than to ensure that all consumers can participate safely, confidently and on fair terms in the single market. In this way, ECC-Spain closed 2025 by consolidating its activity and reinforcing its commitment to continue improving and expanding its services for the benefit of European consumers.

About ECC-Spain

The European Consumer Centre in Spain offers free, personalised assistance to consumers facing problems related to purchases made in other countries within the [ECC-Net](#) network and in the United Kingdom. To receive assistance with their complaints, individuals should contact the ECC using the [online complaint form](#). Similarly, consumers who require legal advice on cross-border consumer issues should use the [online information request form](#).