

Information release

ECC-Spain publishes Newsletter No. 46 with the main developments in cross-border consumer affairs in the EU

The December edition of the Newsletter commemorates the 20th anniversary of the European Consumer Centres Network (ECCNet).

Madrid, 19 December 2025 – The European Consumer Centre in Spain (ECC-Spain) has published the [46th edition of its Newsletter](#), which reviews some of the most notable developments in cross-border European consumer affairs.

This last edition of the year includes information on the commemoration of the 20th anniversary of the European Consumer Centres Network (ECCNet), highlighting its ability to transform complex EU legislation into practical solutions for citizens, to build trust in the single market, and to act as an effective rapid alert system in Europe to address new challenges of concern to consumers.

The newsletter also mentions the [brochure](#) published by EC-Spain to mark its 20th anniversary. It highlights some of the main achievements and services provided over the last twenty years. It is worth noting that, in 2024 alone, the European network handled more than 130,000 cases, of which 10,000 were enquiries and complaints from consumers residing in our country. As a result of this work, the ECCNet network has obtained refunds for consumers worth more than seven and a half million euros.

Similarly, it includes information on the implementation of the Consumer Agenda 2025-2030, through which Europe aims to strengthen consumer protection, improve competitiveness and promote sustainable growth. New proposals and initiatives are therefore being introduced to effectively address the challenges that European markets will have to face in the coming years.

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