

EUROPEAN CONSUMER CENTRES TO HELP YOU

Ever had trouble sorting out a problem with a product or a service that was bought in another European country? Then the European Consumer Centre Network can help you. What is it and what does it do?

The European Consumer Centres network consists of 29 national centres, one in every EU member state, plus Norway and Iceland. Since 2005 they've been providing free legal advice on trans-border shopping, ensuring the customers know their rights and helping them resolve disputes with companies. Last year, more than 60,000 Europeans sought their help.

E-commerce transactions were the main source of complaints for cross-border consumers representing almost 56 % of all cases followed by purchases on the premises and then items bought from abroad, but not over the Internet. Three areas account for just over 70 % of complaints: they are transport, things like airline tickets, recreation and culture and restaurants and accommodation. **(aide sur écran)**

Last year consumers' greatest dissatisfaction was with the quality or characteristics of the goods or services they'd ordered, followed by delivery, such as items not arriving or being delayed, contract terms, for ex the terms of ending a contract, and finally price or payments. **(aide sur écran)**

Last year the European Consumer Centres network was able to secure an amicable settlement in almost half of all complaints. 13 % were transferred onto another agency for further action because an amicable settlement was impossible. Only 38, 5 % of all cases were classified as "no solution found", which means the claim was unfounded or the suggested amicable agreement was rejected either by the customer or the company. **(aide sur écran)**

You can contact the consumer centre in your country by telephone, fax, email or by using the online complaint form and all details are available on the European Consumer Centres network website.

Europe Direct is how you can get more information about Europe. There's a freefone number, a website and information centres all around Europe.