

information

ESC

EUROPEAN CONSUMER CENTRE PROVIDES FREE-OF-CHARGE INFORMATION TO CONSUMERS ABOUT THEIR RIGHTS WHEN SHOPPING IN OTHER EU COUNTRIES, NORWAY AND ICELAND. IT HELPS RESOLVE THEIR DISPUTES WITH TRADERS FROM THESE COUNTRIES. CZECH ECC IS FINANCED BY THE EUROPEAN COMMISSION AND THE CZECH TRADE INSPECTION AUTHORITY AS THE HOSTING ORGANISATION. ECC DOES NOT SOLVE DISPUTES OF CZECH CONSUMERS WITH CZECH TRADERS.

ECC-NET

WHEN RESOLVING CROSS-BORDER DISPUTES, LAWYERS OF ECC CZ COOPERATE WITH COLLEAGUES FROM EUROPEAN CONSUMER CENTRES' NETWORK (ECC-NET) WHICH HAS 29 MEMBERS, INCL. EU MEMBER STATES, NORWAY AND ICELAND.

advice

legal assistance

10% INCREASE IN RESOLVED CASES

In 2012, the European Consumer Centre Czech Republic dealt with 831 contacts with consumers within its information and advisory activities. The number of cases in which the Centre directly helped consumers resolve their complaints with traders from other EU countries, Norway and Iceland increased by 10% when compared to the previous year.

Complaints most frequently related to online shopping, air transport, accommodation services, car purchase or car rental and so forth. The number of information requests concerning the so called web traps, i.e. a type of online fraudulent activities, significantly decreased when compared to 2011.

ECC employees also participate in the creation of European legislation, are involved in public education concerning consumer rights within the European market in the form of lectures and information materials e.g. at universities, Fairs of European Information Network organized by the Representation of the Commission in the Czech Republic and so forth, as well as media appearances concerning up-to-date subjects associated with cross-border purchases in Europe, etc. The Centre cooperates with various partners including other EU information networks.

ECC MOST FREQUENTLY HELPED RESOLVE PROBLEMS OF CZECH CONSUMERS WITH VENDORS FROM GERMANY AND GREAT BRITAIN.

COMPLAINTS OF FOREIGN CONSUMERS AGAINST CZECH TRADERS CAME MOST FREQUENTLY FROM SLOVAKIA AND POLAND.

SUCCESS STORIES

- Two Czech consumers purchased a tour to Gabon from a Dutch tour operator. A number of major problems appeared on the tour, e.g. "private boat" for transport was indeed a regular supply boat shared with other people and besides accommodation problems, the highlight of the tour – safari – took only two hours. The company did not answer the request for refund. After the ECC-Net intervened, the trader offered a compensation of €1.385.
- A Czech consumer ordered satellite TV services, but the company from Luxembourg billed much higher monthly fees than agreed and asked for a fee for installation despite it was offered free-of-charge. The consumer refused to pay the fees also because the service stopped operating almost immediately after installation, but the trader didn't react to claims and kept asking for further monthly fees. ECC-Net negotiated the refund and the trader modified his terms advising consumers to turn to ECC-Net in case of cross-border problems with his services.
- A Czech consumer ordered a tour which was operated by a Hungarian tour operator. But the air carrier operating the ordered flights went bankrupt and in its unsure financial the tour operator offered re-routing for an extra fee of 720 EUR or reimbursement of only the price paid for accommodation. Such solution was unacceptable for the consumer who required all his money back. The situation was complicated because the tour operator was indeed a daughter company of the bankrupt carrier, but the ECC-Net eventually negotiated the full refund.

FOR MORE INFORMATION ABOUT THE ECC CZECH REPUBLIC AND CONSUMER RIGHTS IN THE EU VISIT

WWW.EUROPEANCONSUMER.CZ



Children were playing with the ECC water balls at the Day of Europe festival at the Kampa Park of Prague.



The Air Passenger Rights Day was held at 30 European airports including the Prague Airport.

CONSUMER FEEDBACK

The refund from Hungary amounting to 10,740 CZK (about 430 EUR) has been paid. Thank you very much. M. S.

What an excellent job! Thank you very much for the information. E. K.

Thank so much for your assistance in my case. I have to accentuate that your work has been absolutely outstanding and effective and that I am really very grateful to you! Let me repeatedly thank you.
Kind regards, M. M.

I received account statement showing that the company sent me 160 EUR. Thank you for your excellent help! E. K.

MOST VISIBLE ECC-NET PROJECT

- ▶ **WIDE INFORMATION CAMPAIGN AT 30 EUROPEAN AIRPORTS ON AIR PASSENGER RIGHTS**
- ▶ **USEFUL TIPS FOR FANS TRAVELLING TO THE EUROPEAN FOOTBALL CHAMPIONSHIPS IN POLAND AND THE LONDON OLYMPICS**
- ▶ **COMPARISON OF SERVICES AND PRICES OF SKI RESORTS IN 26 EUROPEAN COUNTRIES – WINTER 2012/13**



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PUBLICATION OF THE EUROPEAN CONSUMER CENTRE CZECH REPUBLIC FINANCED BY THE CZECH TRADE INSPECTION AUTHORITY AND THE EUROPEAN COMMISSION IN 2013

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Co-funded by
the European Union