

# EUROPEAN CONSUMER CENTRE CZECH REPUBLIC – ACTIVITIES OF 2013

information

## ECC

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) THAT OPERATES IN EU MEMBER STATES, NORWAY, AND ICELAND.

advice

legal assistance

## 10% INCREASE IN RESOLVED CASES

**In 2013, the European Consumer Centre Czech Republic dealt with 928 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 more than 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 online frauds significantly decreased when compared with previous years.

ECC employees also participated in creation of European legislation, e.g. commenting on revision of Regulation on air passenger rights and Directive on package travel, package holidays and package tours, were involved in public education concerning consumer rights within the European market in the form of lectures and information materials e.g. at universities, travel trade fairs, information campaigns as well as media appearances concerning up-to-date subjects associated with cross-border purchases in Europe and updates of its website [www.europeanconsumer.cz](http://www.europeanconsumer.cz) and communication via social 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.

## SUCCESSFUL CASES

- ✓ The European Consumer Centres' Network (ECC-Net) always seeks amicable out-of-court solution of cross-border disputes. However, this year for the first time its Czech and French branches assisted a consumer within a judicial trial abroad. Court in Paris delivered a judgement based on which French carrier shall pay compensation of 400 EUR for 8-hours delay of flight from Martinique to Paris back in 2009. Based on the judgement, carrier promised to pay the same compensation to other 11 passengers from that particular flight. Thus the assistance provided by legal advisers of the ECC-Net concerned a total of 4,800 EUR.
- ✓ A Czech passenger found her luggage damaged and robbed at airport in Costa Rica after flight with German carrier. Luggage "lost" protective plastic wrap. Lock and zip were broken and several items were missing, including cloths and cosmetics. Based on bills of purchase, the passenger asked for compensation of costs, including amount paid for new luggage, but the company didn't react to her claims. However, one year later after ECC-Net intervened, the carrier paid the highest possible compensation of 1335.35 €.
- ✓ Several Czech consumers ordered VIP membership in an online dating site operated by a company seated in Luxembourg. The "incredible offer" concerned payment of 149 CZK for testing the services within one month while the offer indicated that consumers would have to actively submit to extend such membership. However, this was not the case – membership was extended automatically and the operator of the dating site automatically withdrew money from users' payment cards or claimed it through another company. The ECC-Net negotiated reimbursement of the paid amounts usually totalling to about 2,300 CZK.

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

# WWW.EUROPEANCONSUMER.CZ



Tomáš Večí, the Director of the ECC Czech Republic gave lecture to policemen in service at the Police Academy of the Czech Republic. Frequent online frauds were the major topic.



Air Passenger Rights Day at the Václav Havel Prague airport is meant not only for Czech passengers, but also for foreign visitors to Prague.

## CONSUMER FEEDBACK

I appreciate your support concerning my problem and thank you very much for the valuable and above all effective legal assistance. You've saved me a lot of money. M. T.

It is my pleasure to inform you that the Belgian company has sent me a substitute non-faulty product. Thank you once again for your professional support. J. Ch.

Congratulations on your work! After 16 months, the company sent us at least unduly billed amount of 80.50 EUR if not the compensation. Thank you so much. D. K.

I confirm the transfer of 230 EUR. Thank you for your help. P. B.

## MOST VISIBLE ECC ACTIVITIES

- ▶ **WIDE INFORMATION CAMPAIGN ON AIR PASSENGER RIGHTS AT EUROPEAN AIRPORTS**
- ▶ **LECTURES FOR BOTH LAIC AND PROFESSIONAL PUBLIC, E.G. AT UNIVERSITIES AND FAIRS**
- ▶ **INFORMATION CAMPAIGN FOCUSED ON PASSENGERS IN INTERNATIONAL BUSES**

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legal assistance  
advice  
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This publication arises from the action ECC-Net, which has received funding from the European Union, in the framework of the Consumers Programme (2007 – 2013).

ADDRESS : ŠTĚPÁNSKÁ 15, 120 00 PRAGUE 2, CZECH REPUBLIC  
E-MAIL : ESC@COI.CZ  
WEB : WWW.EUROPEANCONSUMER.CZ  
FACEBOOK : WWW.FACEBOOK.COM/ESCCR  
TWITTER : WWW.TWITTER.COM/EVRSPOTRCENTRUM



Co-funded by the European Union