

EUROPEAN CONSUMER CENTRE CZECH REPUBLIC - ACTIVITIES OF 2016

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.

informace

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.

poradenství

HIGHER NUMBER OF CASES

In 2016, the European Consumer Centre Czech Republic filed 1,117 consumer contacts within its information and advisory activities.

This represented ca 10% increase when compared with the previous year. There was also a 10% increase regarding the number of cases in which the ECC directly assisted consumers in resolving their disputes against traders from other EU countries, Norway and Iceland, in an amicable out-of-court way. The number of disputes was 670. The remaining part were information requests relating to consumer rights in the internal market.

Complaints most frequently related to e-commerce, air transport, accommodation services, car purchases and car rental. The ECC agenda also included online dating sites.

In cooperation with its foreign partners from the ECC-Net the centre carried out a number of activities in order to increase general knowledge concerning consumers' rights in the European market.

These activities included participation at travel trade fairs in Prague, Brno and Jablonec n. N. as well as the Day of Europe Festival organized by the Representation of the Commission in Prague.

The ECC released a new brochure on "Travel Package and Accommodation – Your Rights", responding to increasing number of queries and complaints relating to services in the area of tourism. It re-released its brochures on consumer rights within cross-border purchases in the EU and air passenger rights.

Its employees gave lectures to university and high school students as well as the general and expert public e.g. in Pardubice, Brno and Dvůr Králové. They also talked to the media about up-to-date subjects.

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

- COMPLAINTS OF FOREIGN CONSUMERS AGAINST CZECH TRADERS CAME MOST FREQUENTLY FROM SLOVAKIA, HUNGARY, AUSTRIA AND POLAND.

právní pomoc

SUCCESSFUL CASES

- A Czech Consumer asked for a 100 euro discount from the 800 euro they paid for a travel package. A foreign tour operator accommodated them in a room which was dirty and unmaintained for some time. The German trader refused to communicate on the matter. However after the Czech asked the European Consumer Centres Network for an out-of-court assistance, the company provided a discount amounting to € 60.
- The ECC dealt with four complaints against a Polish trader selling women clothing in an e-shop with the .cz domain. Three women withdrew from the contract, but the trader didn't pick the parcels nor returned the amounts paid. The remaining consumer didn't receive the goods at all and didn't get her money back. After the European Consumer Centres Network asked the vendor to remedy, the Czechs got their money back. It was CZK 8,000 in total.

CONSUMER SURVEY

- 80% from 153 consumers who turned to the ECC who provided their e-mail address and then responded to an online survey stated their satisfaction with the centre's services. It wasn't only people who got directly helped in their particular cross-border complaint, but also those with queries out of the scope of the ECC activities, unfounded claims etc. Almost 80% were satisfied with the website and less than 8% stated that the website wasn't friendly (13% respondents didn't use the website). Almost half found the ECC on the internet and 25% were transferred to it by the Czech Trade Inspection Authority which is the host stricter of the Czech office of the European Consumer Centres Network. 10% of people learned about the ECC-Net from their family or friends. Highest number of respondents lived in Prague, North Moravia and Silesia.

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

WWW.EUROPEANCONSUMER.CZ



Students in Dvůr Králové are traditionally interested in lectures of the European Consumer Centre, especially on online shopping and travelling in Europe.



Czech ECC offers its information on consumer rights at travel trade fairs. This picture is from Holiday World in Prague.

EXAMPLES OF COMMUNICATION TOPICS OF THE ECC IN 2016

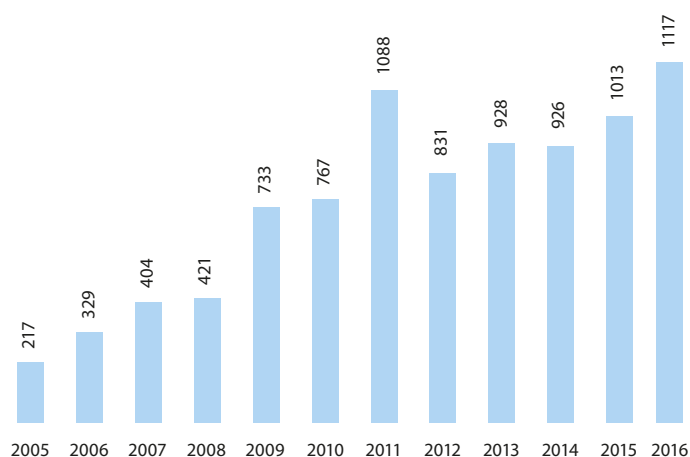
7 tips how not to be cheated on vacation

What to beware of at European Christmas markets

Non-delivery of presents paid online? You can get money back

Before kick-off: tips and alerts for football fans at EURO 2016

NUMBER OF CONSUMER CONTACTS FROM 2005 TO 2016



All the money for the claimed sofa are back on my bank account, so the case has had a happy ending – due to your kind assistance of course. Thank you for your help!

Today I have received the whole amount. The case can be closed now. How could I thank you... I don't think I'd ever see my money again without your assistance.

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Help and advice
for consumers
in Europe

