

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

NUMBER OF CASES INCREASED

In 2014, the European Consumer Centre Czech Republic dealt with 926 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 slightly increased when compared with the previous year.

Complaints most frequently related to online shopping, air transport, accommodation services, car purchase or car rental.

ECC also participated in a number of activities leading to raising consumers' literacy concerning their rights within the European market. The activities included an information campaign on air passenger rights held at European airports, including the Vaclav Havel Airport Prague, a stand at travel trade fairs in Prague, Brno and Jablonec n. N. as well as information campaign on international buses. The centre re-released its brochures on air passenger rights and consumer rights within cross-border purchases of goods and services. Its employees gave lectures to university students as well as laic and professional public. 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 AND POLAND.

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

SUCCESSFUL CASES

- ✓ A Czech consumer claimed the same defect of a mobile phone for the third time. The Irish company that sold him the product online when focusing on the Czech market via its website refused to exercise his right determined by Czech law to withdraw from the contract and give money back in such case of repeated defects and suggested to repair the product again. However, based on proper legal arguments the ECC-Net managed to persuade the vendor to comply with Czech law and reimburse the consumer with the full amount of about 700 EUR.
- ✓ A Czech traveller wanted to take on board her hand luggage with a laptop in it. However, at the gate the staff told her that the air craft is full and her small trolley must be immediately checked-in as hold luggage. Under time pressure she quickly had to hand over the luggage and to think about possible consequences. After having landed in Amsterdam she found out that someone stole 40€ and 500 CZK from the trolley and that her laptop didn't work (lately she found out that it was not repairable). In the period of 7 days she claimed compensation which was refused by the carrier who argued that pursuant to his terms and conditions he has no responsibility for any valuable items, including money and laptops, transported in hold luggage. The Czech passenger turned to the ECC-Net which argued that the passenger complied with all requirements for hand luggage and was not informed about conditions for hold luggage and dangers of damages or thievery of valuable items. The carrier eventually accepted the ECC-Net opinion and paid the compensation of 620 € after having reduced the compensation amount by 10% of the laptop's price for each year from its purchase.



In the autumn of 2014, employees of the Czech ECC gave lecture at the Meeting Point which was constructed within the European Capital of Culture at the Republic Square in Pilsen.



Air Passenger Rights Day at the Václav Havel Airport Prague organized in cooperation with Czech Aviation Authority attracted the Czech media again.

CONSUMER FEEDBACK

I want to announce you that I received the refund last Friday. Thank you very much for your invaluable assistance. I have very much appreciated your attitude and help. M. H.

After I had informed the vendor about my complaint being submitted to your centre, my complaint was resolved and the trader really sent the money! I consider the case closed, but only due to trader's fear. His practices are unethical and I think that many people would give up attempts to enforce their claims. Anyhow, just the existence of your centre was effective and I thank you for it! J. S.

Hello, all went well in Germany this time. Vendor reimbursed the amount paid for the product. Thank you very much once again. Š.

On Monday my girlfriend got refunded the claimed amount. I must admit that I didn't hope in anything like that, especially in case of this air carrier. I want to thank you for your help. M. S.

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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THIS PUBLICATION IS PART OF THE ACTION 670696 — ECC-NET CZ FPA WHICH HAS RECEIVED FUNDING UNDER A GRANT FOR AN ECC ACTION FROM THE EUROPEAN UNION'S CONSUMER PROGRAMME (2014-2020).

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Co-funded by the European Union