

# EUROPEAN CONSUMER CENTRE CZECH REPUBLIC - ACTIVITIES OF 2017

## 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

## 46% MORE CONTACTS

**In 2017, the European Consumer Centre Czech Republic filed 1,633 consumer contacts within its information and advisory activities..**

This represented a 46% increase when compared with the previous year. There was also a 30% 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 873. The remaining part (760) 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 again its new brochure "Travel Package and Accommodation – Your Rights", responding to increasing number of queries and complaints relating to services in the field of tourism. It also 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 in České Budějovice, Mělník, Dvůr Králové, Praha, Jablonec nad Nisou (v rámci veletrhu cestovního ruchu), Jihlava a Pelhřimov. They also talked to the media about up-to-date subjects

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

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

právní pomoc

## SUCCESSFUL CASES

- ECC was successful in resolving disputes in which Czech seniors withdrew from a contract on hearing aids sent to them for about CZK 1,000 to 2,000 from Poland. These products are advertised in major Czech printed media and online servers, but they don't work in a number of cases. The vendor refuses to return the money, but after the ECC Network intervenes, they repay the amounts of more than a thousand crowns. This is a significant help for people in a higher senior age.
- Six Czech passengers asked for compensation amounting to €250 per person because their flight from Prague to Bari was delayed by 21 hours. Hungarian carrier didn't respond to e-mails with their legitimate request, so they turned to the European Consumer Centres' Network which connected with the company and reached the total compensation of €1,500.

## 84% SATISFACTION

- 84% of 163 consumers, who turned to the ECC and provided their e-mail address, responded in an online survey that they were satisfied with the centre's services. It wasn't only people who received direct assistance in their particular cross-border complaint, but also those with queries out of the scope of the ECC-Net activities, unfounded claims etc. 90% of respondents who visited the europeanconsumer.cz website stated that it was easy to use and easy to find required information. 44% found the ECC on the internet and 25% were transferred to it by the Czech Trade Inspection Authority, which is the host structure of the Czech office of the European Consumer Centres' Network. 55% of respondents found the reaction to their question or complaint very fast from the ECC, while 33% found it average.



Students in Pelhřimov learned about consumer rights within a lecture given by lawyers of ECC and Alternative Dispute Resolution Department of the Czech Trade Inspection Authority.



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

## Examples of communication topics of the ECC in 2017

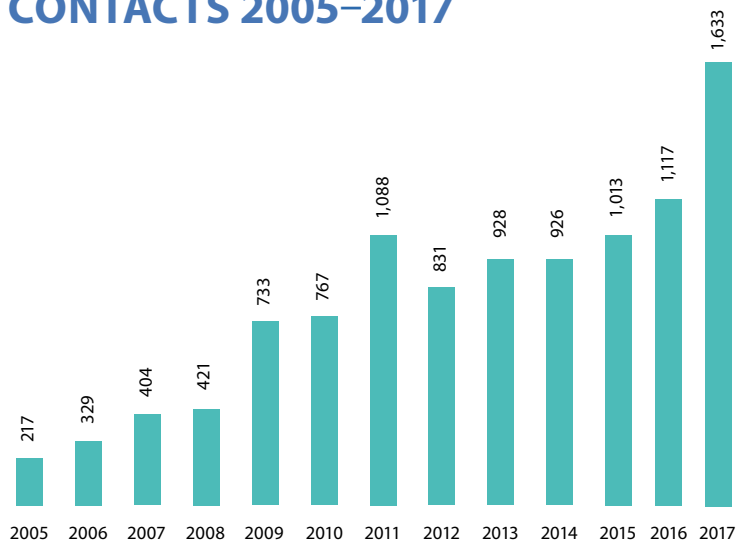
How to avoid online frauds

Chargeback – solution for non-delivered presents paid online

What to beware of at Christmas markets in European countries

Misuse of the Airbnb brand by internet fraudsters

## DEVELOPMENT OF CONSUMER CONTACTS 2005–2017



## FEEDBACK FROM CZECH CONSUMERS

Hereby I confirm that I received the money on November 22, 2017. Thank you very much for your work and care dedicated to my problem. May there be more institutions like yours!

I've received the money today. They finally paid what they were obliged to – after more than a year :-). Thank you very much for your help and resolution of the dispute.

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ADRESA : ŠTĚPÁNSKÁ 15, 120 00 PRAHA 2  
 E-MAIL : ESC@COI.CZ  
 WEB : WWW.EVROPSKYPOTREBITEL.CZ  
 FACEBOOK : WWW.FACEBOOK.COM/ESCCR  
 TWITTER : WWW.TWITTER.COM/EVRSPOTRCENTRUM



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