

EUROPEAN CONSUMER CENTRE CZECH REPUBLIC - ACTIVITIES OF 2018

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

More contacts by 155%

In 2018, the European Consumer Centre Czech Republic filed 2,849 consumer contacts within its information and advisory activities.

It was a 155% increase when compared with 2016 and a 74% increase in comparison with 2017. The number of cases also increased 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 1,075. There were 1,774 information requests relating to consumer rights.

Complaints most frequently related to e-commerce, air transport, accommodation services, car purchases and car rental. The agenda also included online dating sites regarding which the ECC team replied to frequent queries both via e-mails and on the phone.

The increase could have been caused by higher knowledge about the ECC among consumers and consumer organizations, and also by the merger of the ECC, ADR body of out-of-court dispute resolution, and Information and Advisory Service of the Czech Trade Inspection Authority, in the Consumer Advisory Department on January 1, 2018.

The centre carried out a number of activities in order to increase general knowledge of consumer rights in the European market. It participated in travel trade fairs in Brno and Prague and also in the Day of Europe Festival in Prague - together with embassies, information institutions and other organizations.

The centre spread its brochures on consumer rights when travelling in Europe (tours, accommodation services, air transport, car rental) and when buying goods and using services abroad both online and in ordinary shops.

ECC employees gave lectures in České Budějovice and Mělník. They also presented ad hoc consumer topics in the media.

■ ECC MOST FREQUENTLY HELPED RESOLVE PROBLEMS OF CZECH CONSUMERS WITH VENDORS FROM LUXEMBOURG, POLAND, GERMANY AND THE UK.

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

právní pomoc

SUCCESSFUL CASES

- As regards online disputes, the centre managed to enforce the right of a Czech consumer to reimbursement of €594 paid for a bed to a German online seller. They declared delivery in September 2018, but then they informed the customer that the earliest date would be November - maybe. The consumer immediately withdrew from the contract, but the trader insisted on delivery of the product. The Czech ECC lawyers managed to make the vendor reimburse the amount in cooperation with German colleagues.
- Consumer claimed a garden tent declared as waterproof, but the first rain showed that the water flew through. In addition the tubes rusted. The Dutch trader refused their liability and claimed that the tent is only for occasional use and not for permanent use. After ECC-Net intervened, the seller offered a partial refund, but after consumer's refusal they reimbursed the whole amount of CZK 5,279.

CONSUMER SURVEY

- 75 Czech consumers, who turned to the ECC and who used its direct assistance in a dispute against a trader from another EU country, Norway or Iceland, answered a short satisfaction survey in which 88% of them expressed satisfaction with the centre's services. 50% of respondents were very satisfied, 10% were rather satisfied, 28% were satisfied and 12% of the participants of the survey weren't satisfied at all.

More than a half of them found the European Consumer Centre on the internet, 10% were advised to turn to the centre by a state or municipality office, 12% got the information from someone who had contacted the centre earlier, and 11% got a contact from a consumer organization. Other respondents found the free-of-charge services in a different way.



Employees of the Czech centre meet their colleagues from the ECC-Net several times a year. This picture is from the meeting of the ECC offices based in the V4 countries.



The ECC provided information about consumer rights when shopping in Europe also to visitors of the Day of Europe Festival held in Prague.

EXAMPLES OF COMMUNICATION TOPICS OF THE ECC IN 2018

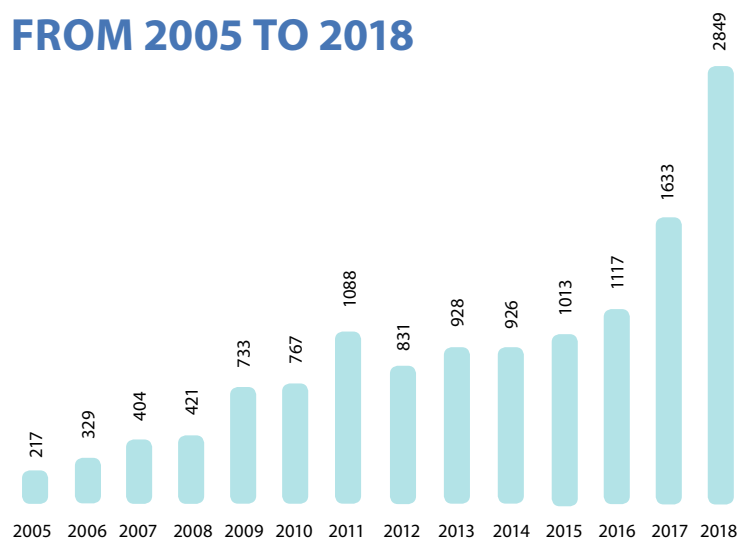
How to proceed with problems in air transport

Warning against deceptive sms messages from Poland

Be smart when shopping at Christmas markets abroad

Non-delivery and chargeback - you can get your money back

NUMBER OF CONSUMER CONTACTS FROM 2005 TO 2018



CONSUMER FEEDBACK

Something unexpected has happened - the trader reimbursed the whole amount to my bank account! I stopped hopping after the long months. Thank you and your colleagues for the professional help.

The seller sent me a new mobile phone, so the claim was successful in the end - only thanks to you. I wouldn't make it without you. I don't know how to thank. May you be successful in the future too!

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