

# Free help & advice for consumers in Europe

European Consumer Centre Czech Republic

Activities carried out in 2021



# Expertise with a huge impact

## About European Consumer Centre Czech Republic

Our ECC is located in the very centre of Prague. Our ECC is well known also among stakeholders as an organisation which provides information and assists consumers in cross-border cases.

We benefit a lot from the strong brand of our host-structure, the CTIA. This cooperation of ECC Czechia translates into many advantages for the consumers.



### ECC Czech Republic

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### Opening hours

Mon-Fri: 9am – 15am



### Our host

Czech Trade Inspection  
Authority



*“This unique service for cross-border consumer issues brings a true expertise from all participating states in one place and helps consumers get over legal and language barriers they may have when exercising their rights elsewhere in Europe. The widely positive feedback we receive says it is appreciated.”*

**- Eva Petrážová, Director of ECC CZ**

*“German trader refunded the amount to my bank account. Thank you for your precisely performed work! If you weren't there, I bet I would have to say good-bye to the high amount of money.”*

**- M. S., consumer**

# Highest success rate of handled cases in the history of the centre

European Consumer Centre Czech Republic



In the time of covid pandemic in 2020 and 2021 we dealt with a number of complaints relating to cancelled services especially in the area of tourism and related requests for reimbursement. Increasingly more people had to start shopping online as many stores were closed based on pandemic measures taken by European governments, so there were problems with these purchases too.

In 2020 and 2021, we also reached the two highest numbers of consumer queries filed during a year. The success rate of handled disputes was almost 53% which was the highest in the history of the ECC Czech Republic.

# Intermediary between consumer & trader

European Consumer Centre Czech Republic

## 2692

consumers have contacted us in 2021.

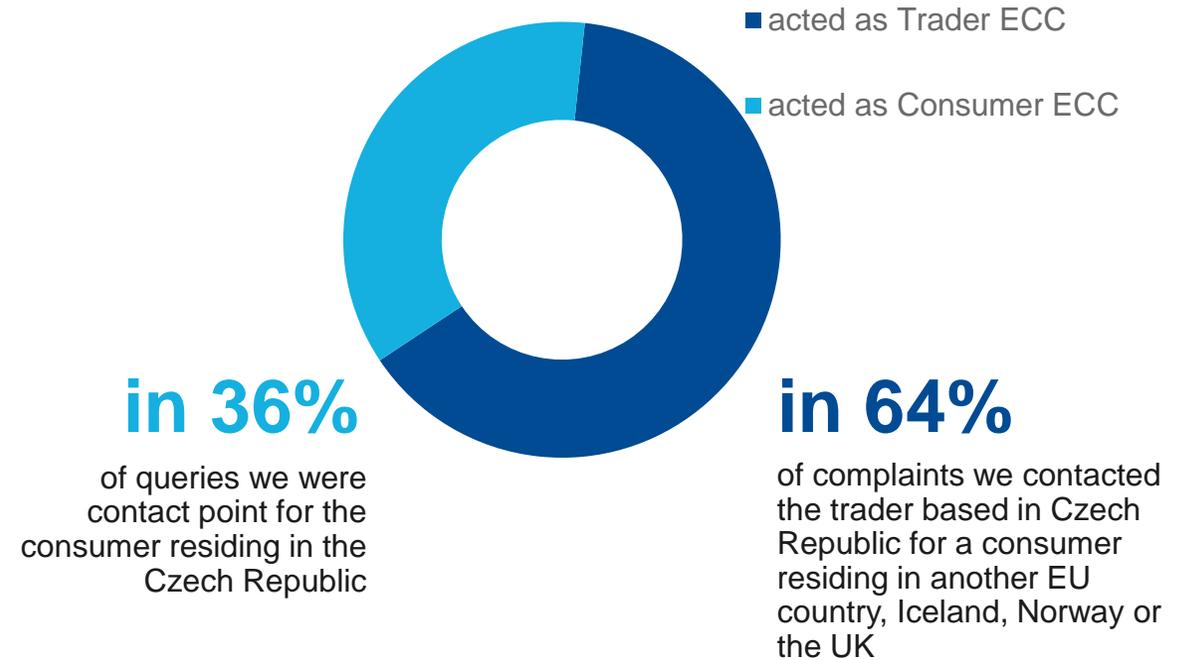
They had either

- a **problem with a trader based in another EU country**, Iceland, Norway or UK
- or a **question about their rights** within the EU

We were able to resolve **53%** of queries in favour of the consumer.

Our goal is an out-of-court solution, which is why we depend on the trader's willingness to cooperate.

**86%** of consumers were satisfied with our services.



# Our most important query areas – as Consumer ECC

## European Consumer Centre Czech Republic

01



### Returned fines imposed for nothing

The problem:

Consumers quit contract with a Dutch TV and internet services provider. Couriers to pick the hardware didn't show up, but clients were forced to pay a €260 fine.

The solution:

ECC-Net managed to persuade the trader that consumers wanted to return the receiver and consumers got their money back.

02



### Poor quality furniture

The problem:

Consumer receives broken sofa from trader of neighbouring country where problems are with claims due to shipping of heavy goods and unwillingness of traders.

The solution:

ECC enforces consumers' rights based on traders' contractual obligations to sell quality items and cover costs related to claims.

03



### Refusal to refund after withdrawal

The problem:

ECC Czechia shared many cases where the company did not refund consumers when they withdrew from the contract and returned the goods.

The solution:

Together with colleagues from Bulgaria, ECC managed to solve such cases, so that the company improved the payment policy.

# Our most important query areas – as Trader ECC

## European Consumer Centre Czech Republic

01



### Problems with flight tickets broker

The problem:

Flights cancelled for anti-covid protective measures. Passengers weren't reimbursed nor by the air carrier nor by the Czech intermediary who sold them the flight ticket.

The solution:

ECC kept negotiating with the intermediary who increasingly more started reimbursing the passengers.

02



### So called online shopping galleries

The problem:

Some Czech e-shops operators state they only mediate purchases from third countries sellers, mainly from China, and refuse responsibility for consumer rights.

The solution:

Usually no solution can be found out-of-court, so consumers are advised to use chargeback with their bank.

03



### Refund after cancelled hotel stay

The problem:

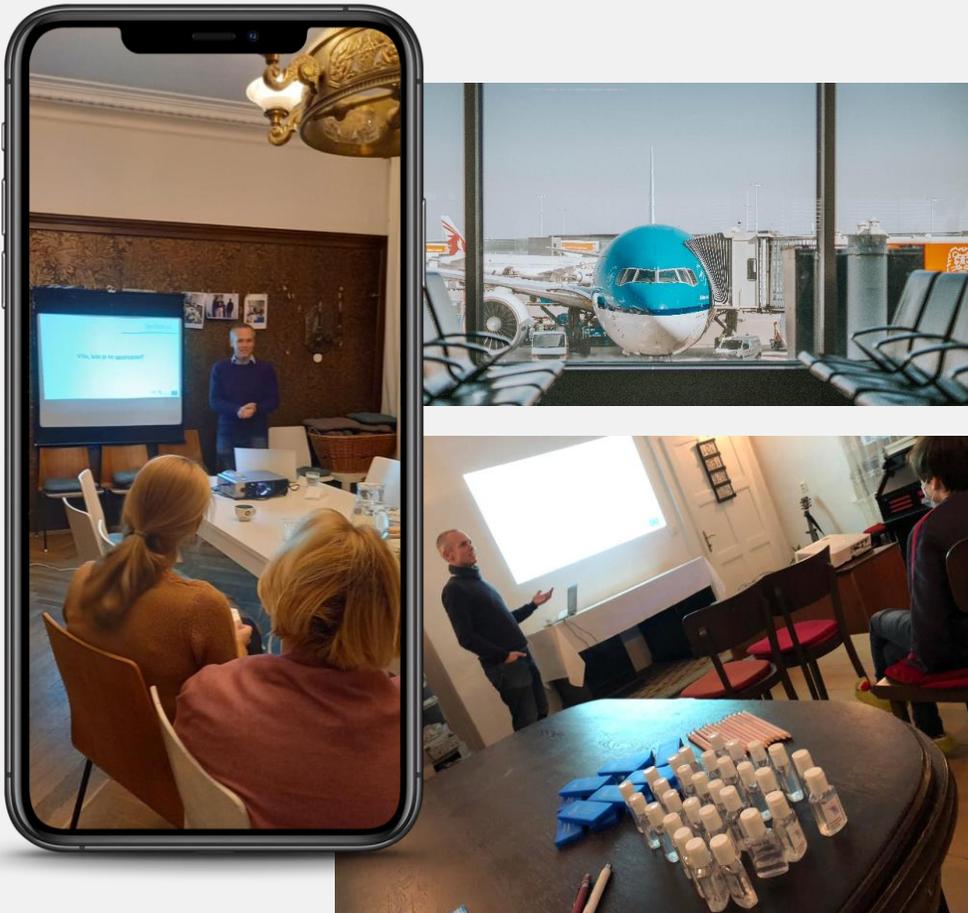
Consumers couldn't arrive in Czech hotels during the pandemic-closure of the country. Some hotels didn't enable them to use vouchers nor refunded them.

The solution:

Hotels struggled with financing and reimbursed later, but some didn't. When paid by card, chargeback was recommended.

# Safe online shopping rules

European Consumer Centre Czech Republic



## 9 lectures in December

1. For the University of 3<sup>rd</sup> Age in Pardubice
2. For high schools in Prostějov and Mělník
3. For wide public in Nové Město p. Smrkem and Litoměřice



## Social Media Highlight

1. ECC took part in the pre-Christmas campaign on useful tips for shopping and sustainability
2. Centre has: Twitter 246 followers and Facebook 868 fans



## Another Highlight

1. Joint press release with the host structure on safe Christmas shopping and on where to find assistance when things go wrong had a high reach among the media

# V4 ECCs Special Cooperation

## European Consumer Centre Czechia



### Big V4 ECCs hook-up in Prague

In the difficult times of covid pandemic it was impossible for our colleagues to organize the regular V4 ECCs Meeting, so we invited our colleagues from Slovakia, Poland and Hungary to Prague. Very beneficial discussions and experience exchange we had also with a special guest, Andreas Herrmann, the Director of ECC Austria

### Relations with the ADR Department

Cooperation with the ADR department of the Czech Trade Inspection Authority is very beneficial. It deals mainly with disputes between Czech consumers and Czech vendors. The ESC and ADR are part of the Consumer Advisory Department of the CTIA together with the Advisory and Information Service.

### Cooperation with the CPC network

ECC Czechia closely cooperates with the general market surveillance body, the Czech Trade Inspection Authority as the member of the European CPC network. It submitted eight suggestions for investigation of companies from other EU countries.



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