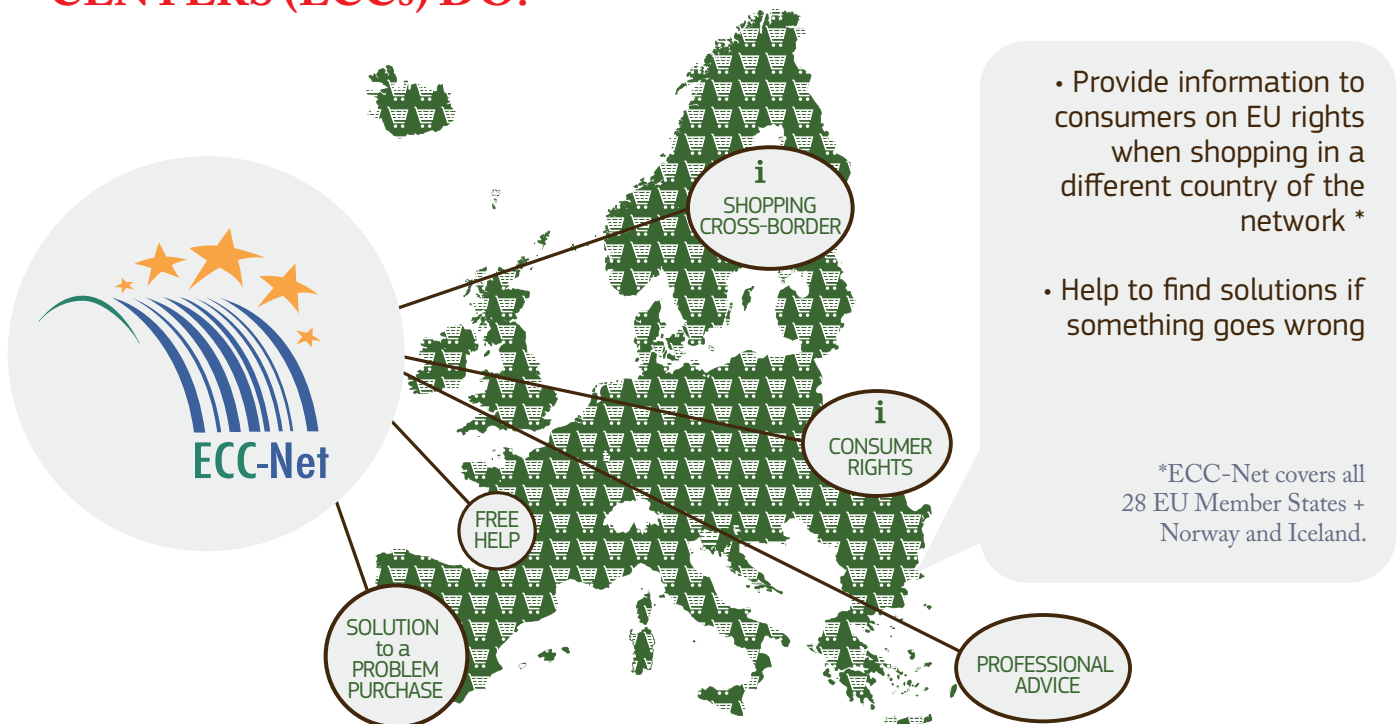


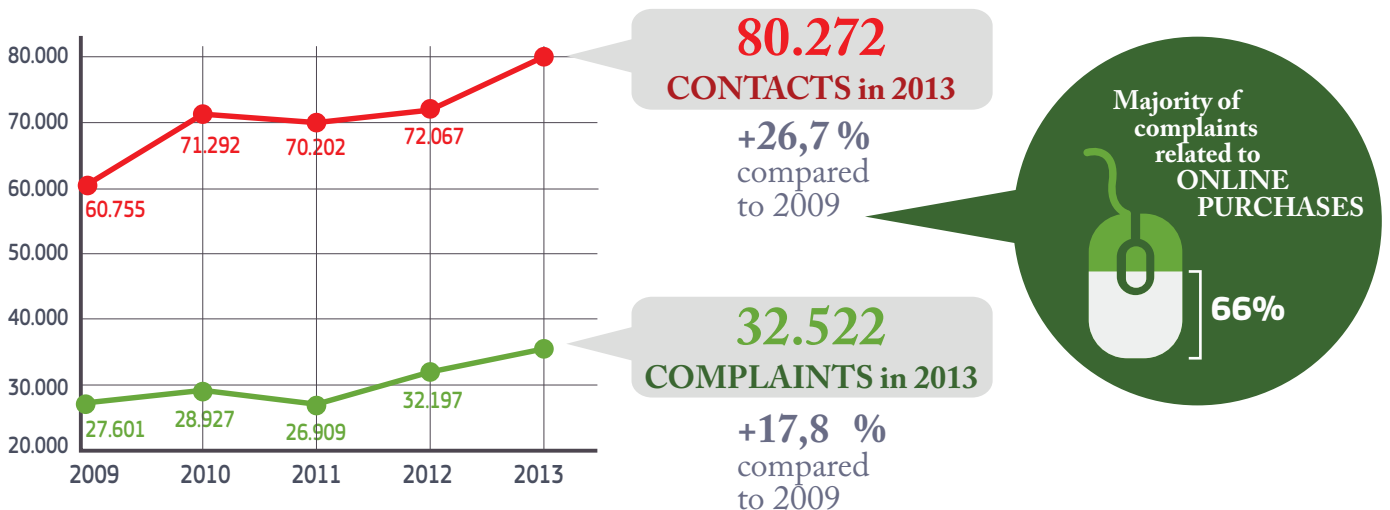
# ECCs HELPED MORE THAN 80.000 EU CONSUMERS WITH THEIR CROSS-BORDER PURCHASES IN 2013



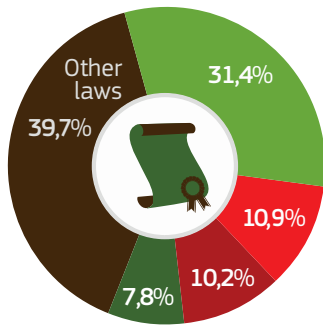
## ▶ WHAT DO EUROPEAN CONSUMER CENTERS (ECCs) DO?



## ▶ HOW MANY CONSUMERS USED THEM?



## ▶ MAIN AREAS OF EU LAW BREACHES



- Distance contracts
- National legislation
- Guarantees
- Air passenger rights

## ▶ TOP 10 AREAS OF COMPLAINTS

### 1 TRANSPORT

of which

**18,3%** air transport

**4,5%** car rental

- 2 HOUSEHOLD EQUIPMENT AND MAINTENANCE
- 3 RECREATIONAL, SPORTING AND CULTURAL SERVICES
- 4 TIME-SHARE PRODUCTS AND PACKAGE HOLIDAYS
- 5 HEALTH CARE RELATED EQUIPMENT AND PRODUCTS
- 6 AUDIO-VISUAL, PHOTOGRAPHY AND INFORMATION
- 7 TELECOMMUNICATION
- 8 CLOTHING AND FOOTWEAR
- 9 HOTELS AND RESTAURANTS
- 10 PERSONAL CARE GOODS AND SERVICES

## ▶ TOP 5 CAUSES OF COMPLAINTS



**15,4%**

No Delivery or cancellation of service

**12,4%**

Product / Service defective or delayed

**10,0%**

Product / Service not in conformity with order

**8,6%**

Cancellation of contract

**5,0%**

Supplementary charges