



Empowering Consumers in the Single Market



How the European Consumer Centres resolve
cross-border disputes and translate these practical
insights into policy recommendations.

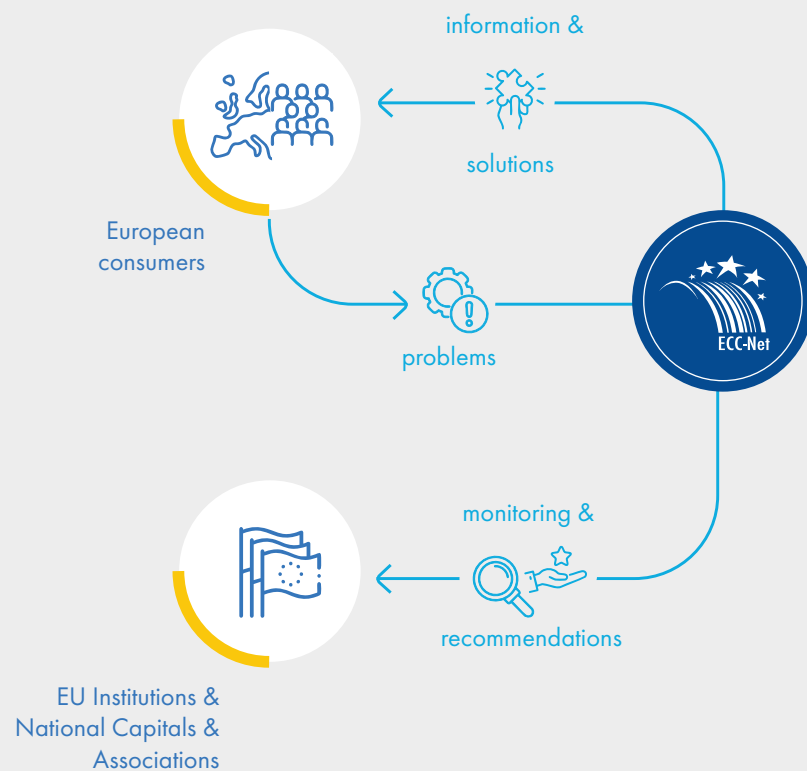


Help and advice
for consumers
in Europe



Co-funded by
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Resolving cross-border issues for systemic impact.



What ECC-Net Does

Every day, we listen to consumers across Europe. Our **29 centres and 150+ legal experts** provide free legal advice and swift resolution of cross-border disputes. Over 130 000 cases each year feed a unique, real-time **database** that powers early-warning intelligence and practical **recommendations** for policymakers, enforcement authorities, trade associations and consumer organisations. By helping consumers navigate cross-border issues, we **empower** them to fully benefit from the Single Market.



How Real Cases Drive ECC-Net Recommendations

E-COMMERCE & DROPSHIPPING

Online shops and dropshippers too often hide return procedures, addresses and fees in the small print – leaving consumers unaware of potentially high return costs; these details should be clearly presented during the purchase process.

CAR-PASS CERTIFICATE

Mileage fraud creates safety risks and financial losses; an EU-wide Car-Pass certificate could record mileage at every inspection and repair to prevent odometer tampering.

VIDEO & MOBILE GAMING

Many games aggressively push paid features – loot boxes, in-app purchases and automatic renewals – while burying the terms in fine print, leaving consumers (especially minors) exposed to unexpected costs. Transparent, upfront disclosure of paid features and associated risks would better safeguard vulnerable players.

PARCEL DELIVERY ACROSS BORDERS

Missing parcels, empty boxes or damaged goods cause direct financial loss to consumers; harmonised delivery and liability rules across Europe would ensure reliable service and compensation.

HOLIDAY ACCOMMODATION

Short-term rentals often expose consumers to unclear responsibilities between platforms and landlords, opaque cancellation rules, inconsistent quality and slow refunds; such terms should be clearly disclosed before booking.

AIR PASSENGER RIGHTS

Uncertainty regarding the liability of airlines, travel agencies and booking platforms continues to delay smooth refunds; the responsibilities of all parties involved must be clearly defined so that passengers know exactly who to contact and refunds are processed quickly.

SEA PASSENGER RIGHTS

Cancellations, delays and last-minute changes to ferry schedules leave passengers stranded and incur unexpected costs; harmonised EU-wide boarding procedures, assistance and compensation policies would shield travellers from such disruptions.

Let's help consumers together – reach out at

partnerships@eccnet.eu



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