



20
years

Empowering Consumers in the Single Market



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

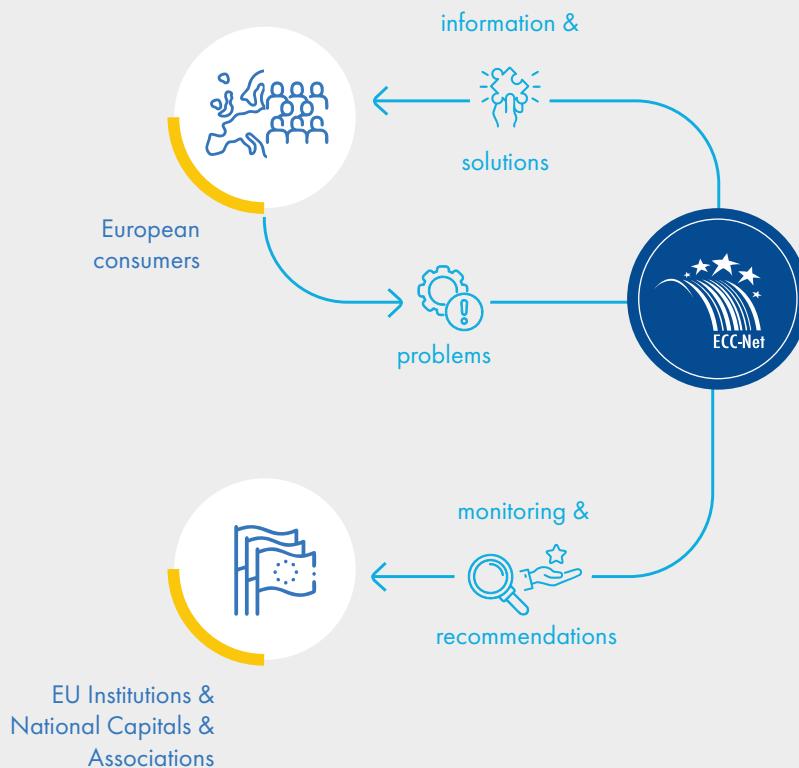


Help and advice
for consumers
in Europe



Co-funded by
the European Union

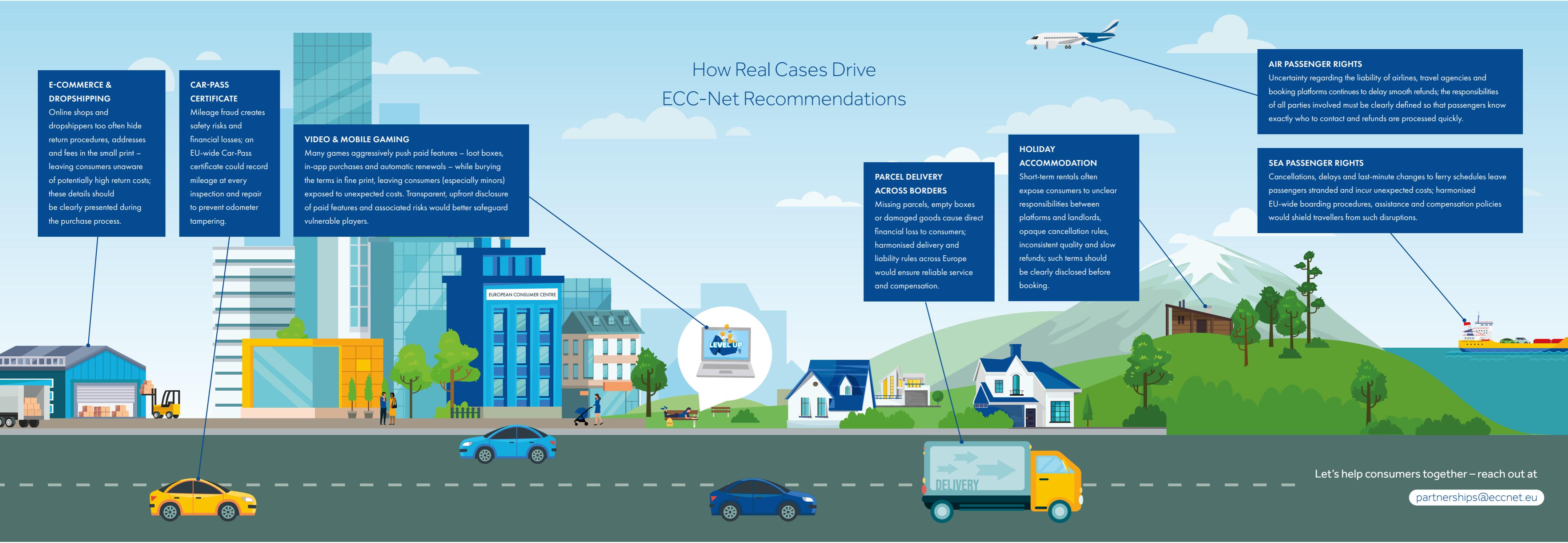
Resolving cross-border issues for systemic impact.



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.

AIR PASSENGER RIGHTS
Uncertainty regarding the liability of airlines, travel agencies and booking platforms continues to delay 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 to
partnerships@ecc-net.eu



Discover key
achievements from
ECCs since 2005.

Visit

eccnet.eu/20years



Contact

Margarita Synanidi
ECC-Net Strategy Advisor
partnerships@eccnet.eu

Imprint Publisher: Zentrum für Europäischen Verbraucherschutz e.V., host of the European Consumer Centre Germany | Address: Bahnhofplatz 3, 77694 Kehl, Germany | Telephone: +49 (0)7851 991480 | E-Mail: info@cec-zev.eu | Website: <https://cec-zev.eu> | As of: May 2025 | Image Credits: landscape by tarila [freepik.com] ; consumers icon by Vitaly Gorbachev [freepik.com] ; solution icon by srip [freepik.com] ; problem icon by Vector Squad [freepik.com] ; EU institutions icon by Freepik [freepik.com] ; logistic center illustration & boat illustration by macrovector [freepik.com] | Court of Registration: Local Court of Freiburg | Register No.: VR 370391

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Innovation Council and Small and Medium-sized Enterprises Executive Agency (EISMEA). Neither the European Union nor the granting authority can be held responsible for them.