

European Consumer Centres Network



www.ec.europa.eu/ecc-net

Our mission

Our network of 30 European Consumer Centres (ECCs) empowers consumers to know their rights and take full advantage of the opportunities the Single Market offers.

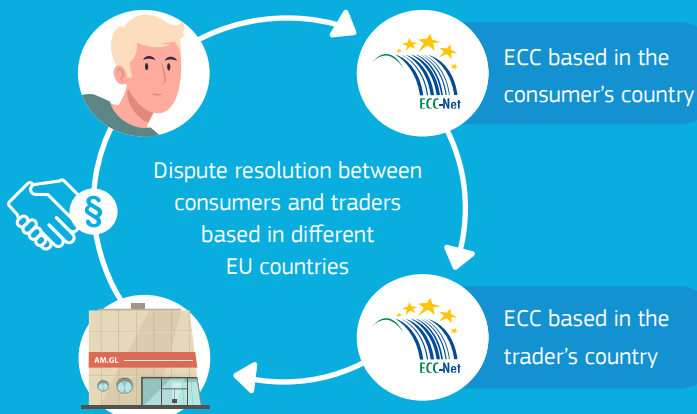
How we accomplish our mission

The ECC-Net's legal experts assist consumers to solve their cross-border problems free of charge by providing strong legal expertise. The network offers a unique overview and reliable information about consumer affairs in the Internal Market which can be used for policy making in collaboration with European and national stakeholders.

Help and advice
for consumers
in Europe



OUR HELP FOR CONSUMERS



HOW WE ARE FUNDED



Our service is completely free of charge for consumers thanks to co-funding.

TOP 5 ECONOMIC SECTORS

- #1 Transport: travelling by plane, train, bus, etc.
- #2 Recreation & culture
- #3 Miscellaneous goods & services
- #4 Vehicles
- #5 Restaurants, hotels & timeshare

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ECC-NET IN NUMBERS

more than
150

legal experts

30

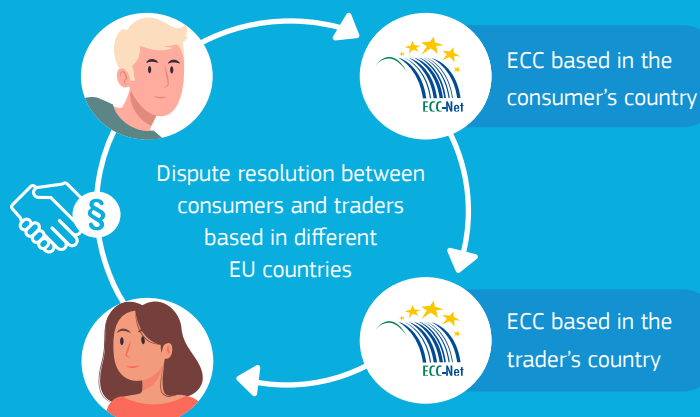
European
Consumer Centres

One in each EU country as well as
in Iceland, Norway and the United
Kingdom

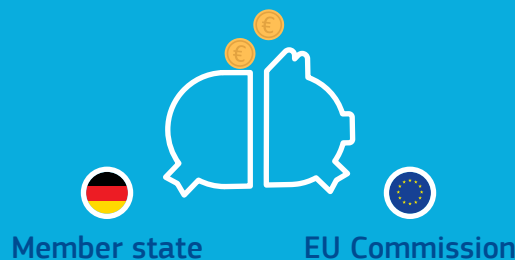
24

languages

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