

Press release

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Help and advice for consumers in Europe
European Consumer Centres Network



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The European Consumer Centres Network launches information hub for European consumers at eccnet.eu

From 16 December 2021, European consumers can find all the answers to their questions about consumer rights and entitlements on the European Consumer Centres Network (ECC-Net)'s brand new website, eccnet.eu.

An international team of ECC-Net members from the Netherlands, Ireland, Sweden, Italy, Cyprus and Germany worked together to produce a clear and comprehensive source of information and answers to all relevant issues and dilemmas faced by European consumers at present. This new user-friendly digital platform is a complete and practical guide to consumer protections under European Union law.

The [European Consumer Centre Network](#) (ECC-Net) offers European consumers advice on their consumer rights and legal protections when shopping and travelling in another European Union Member State or European Economic Area country. The new website put together through a collective effort over the past year gives consumers practical guidance on how to exercise their consumer rights and where to turn to for help when something goes wrong. Each of the European Consumer Centres, and collectively as a network, will assist consumers by trying to find an amicable out-of-court solution to consumer-business disputes following cross-border transactions. Where necessary, they liaise directly with the business and will ensure that the consumer is informed of their rights and receives expert assistance in their own language.

Alongside a wealth of information, at eccnet.eu consumers will find the contact details of all European Consumer Centres in all of the countries of the EU and selected EEA countries - Norway and Iceland - where they can get in touch with a question or to submit a complaint about a cross-border business.

Consumers can access the European website here: eccnet.eu

The contact details of local European Consumer Centres can be found here: eccnet.eu/contact-your-local-ecc

The ECC-Net's updates on the launch of the new website are available on their Twitter channel: twitter.com/ECC_web