

Press release

European Consumer Centre Luxembourg

Luxembourg, 19 December 2024

The European Consumer Centre Luxembourg (ECC Luxembourg) advises caution when shopping online

As the festive season approaches, the European Consumer Centre Luxembourg urges consumers to be vigilant when ordering from online platforms, particularly when the traders are based in non-EU countries.

Consumers may face various difficulties or even risks. For example:

- Imported products may not comply with European safety and quality standards. This is particularly true for items such as toys and electronic devices.
- Hidden fees, such as customs duties and charges applied by carriers for handling customs procedures, may be charged.
- Products at extremely low prices may be counterfeit, and sanctions may be imposed.

It should also be noted that in the event of a dispute with a non-EU trader, recourse is often complicated. Although European law provides some consumer protection, notably through the Digital Services Act (DSA), which regulates major digital platforms and strengthens such protection, enforcing these rights outside the EU is nearly impossible without lengthy and costly procedures. Furthermore, returning faulty or non-compliant products can be especially difficult, with high return fees and no guarantee of a refund or replacement.

Tips for safe online shopping

Before purchasing online, ECC Luxembourg strongly advises consumers to:

- Pay close attention to the terms and conditions of sale.
- Verify the guarantees provided in case of issues, and particularly the return policy for non-compliant products.
- Check the reliability of the website and read reviews from other customers.
- Opt for secure payment methods.

For more information or any questions related to cross-border purchases, consumers can contact the European Consumer Centre Luxembourg.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters.

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