

# How can the **European Consumer Centre Luxembourg** assist you, for free, with your **cross-border** complaints?



Help and advice  
for consumers  
in Europe



European Consumer Centre Luxembourg

**Your flight is cancelled or delayed, your online purchase did not happen as planned, you are a victim of a scam, you have an issue with a delivery or, in general, your consumer rights in Europe have not been respected?**

The ECC Luxembourg aims to inform, advise and assist consumers regarding the European consumer law. All our services are free of charge.

Do you need our help ? Nothing could be simpler: contact us via our online form at [www.cecluxembourg.lu](http://www.cecluxembourg.lu), by email or directly by phone. Our lawyers will get back to you as soon as possible.

## Contact us

+352 26 84 64 1  
[info@cecluxembourg.lu](mailto:info@cecluxembourg.lu)  
[www.cecluxembourg.lu](http://www.cecluxembourg.lu)



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European  
Consumer Centre  
Luxembourg



Co-funded by the  
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The European Consumer Centre GIE Luxembourg is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway (European Consumer Centres Network - ECC-Net). The ECC-Net also cooperates with the International Consumer Centre in the UK.

The ECC Luxembourg is financially supported by the European Commission, the Luxembourg Government (Ministry of Consumer Protection) and the Union Luxembourgeoise des Consommateurs (ULC).

## We are competent to advise you in the following areas of expertise:

 **Travel**

 **Shopping**

 **Scams & counterfeits**

 **Vehicles**

 **Real Estate**

 **Sustainable consumption**

 **Financial Services**

 **Out-of-court dispute resolution**

 **and many more**

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