



Press release European Consumer Centre Luxembourg

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Europe Day: ECC-Net recovers €10 million for consumers

How do I get my money back if a French airline loses my luggage? What if I'm denied access to a concert in Prague? Or if the Portuguese holiday home costs more than what was initially agreed upon? This is where the European Consumer Centres Network (ECC-Net) can assist. Last year it helped consumers in Europe get back almost €10 million.

Almost 118,000 consumer queries

Louise has booked a package travel Turkey. On the day of departure, their flight is not displayed on the welcome screen. Louise desperately tried to contact her travel agency, but without success. They were thus forced to say goodbye to their dream week.

But a few days later, the agency sent an invoice for this trip. The ECC Luxembourg and its network worked together to defend this consumer, who finally obtained a full refund.

Cases like this are part of the ECC-Net's daily work. In 2022, it answered around 118,000 consumer queries. These included flight delays, overpriced holiday homes, fake concert tickets, cancelled trains and much more. The aim of the specialised lawyers from 29 EU countries is always to find an out-of-court solution in favour of the complainant.

The network, funded by the European Commission and the Member States, was able to recover almost ten million euros last year. The real economic benefit is even greater. In many cases, the ECC-Net was able to spare consumers from having to pay in the first place. For example, when it prevented people from falling into a subscription trap.

I have a consumer problem: Who can I turn to for help?

There is a European Consumer Centre in every EU country and in Iceland and Norway. Together they form the ECC-Net. The ECC-Net also cooperates with the International Consumer Centre in the United Kingdom. The network informs consumers in Europe about their rights and provides free help with cross-border problems.

Do you live in Luxembourg and have a problem with a company from another EU country? Contact your national contact, the European Consumer Centre Luxembourg, easily and free of charge via www.cecluxembourg.lu

Press contact

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