

**UK European Consumer Centre -  
Delivered by the Chartered Trading  
Standards Institute**

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Please remember that the information in this leaflet can  
provide general guidance only. It is not intended as a full  
description of the law.

Sign up to the UK ECC newsletter, 'your update' through  
our website [www.ukecc.net](http://www.ukecc.net)

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UK European Consumer Centre.  
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# UK European Consumer Centre

## Offering support and advice for consumers shopping across the EU



**UK European Consumer Centre**



## Role of the UK European Consumer Centre

**What you should know**

Got a problem with a trader based elsewhere in the EU? If you are a consumer, the UK European Consumer Centre can provide free advice and support to help resolve your complaint. We empower consumers to reach positive outcomes in their disputes. We're here to help.

## Support and advice for consumers shopping across the EU

We want you to feel as confident when shopping in Europe as you do at home. The UK European Consumer Centre's strength is in numbers: we are part of the European Consumer Centre Network – 30 centres covering Europe, plus Iceland and Norway. We can help when you need general information on consumer rights in Europe or if you have a specific cross-border complaint.

If you are in dispute with an EU trader, we provide you with the tools to help you get what is rightfully yours. We have a team of consumer advisers on hand for you, but what will we actually do?

We will inform you of your rights under European and national consumer legislation, give you advice on possible ways of dealing with your complaint, provide you with direct assistance in resolving your complaint or refer you to an appropriate body if we can't help.

We can work together with the European Consumer Centre of the country where the problem has originated; we may even be able to help by contacting the trader on your behalf. The majority of cases results in a positive outcome.

## Your rights – but what topics?

So you've bought something elsewhere in the EU? You've got home and there's a problem, or maybe your product has been delivered and isn't what you expected. What do you do now? You can turn to the UK European Consumer Centre. We give information, advice and assistance relating to cross-border shopping within the internal market of Europe. We can help on a variety of topics, including:

- Shopping in other EU countries
- Air passenger rights
- Shopping online
- Car rental problems
- Internet auctions
- Timeshares/holiday clubs

The UK European Consumer Centre is free to consumers. We are co-funded by the Department for Business, Energy and Industrial Strategy (BEIS) and the European Commission. Our service is delivered by the Chartered Trading Standards Institute.

We provide free legal assistance, in particular: analysis of consumer situations and provision of legal advice, intervention with the trader in order to reach an amicable solution, and informing you of alternative ways to deal with your complaint (such as the Alternative Dispute Resolution scheme or the European Small Claims Procedure).

## What now?

Your first port of call if you are a UK consumer and are in dispute with an EU trader is to contact the UK European Consumer Centre. The European Consumer Centre Network was developed to help resolve cross-border disputes: this means we have the resources of consumer advisers across the EU at our disposal.

There's a lot we can do to help, but it's worth remembering that we can't intervene if the trader is based in your own country or outside the EU, Norway or Iceland; nor can we represent you in court or enforce the law or apply sanctions on traders.

Our work is based on a number of 'basic consumer principles' to which all EU consumers are entitled. These include:

- If it doesn't work, send it back
- Contracts should be fair to consumers
- Sometimes consumers can change their minds
- Effective redress for cross-border disputes

To find out more about what the UK ECC can do for you, visit our website at [www.ukecc.net](http://www.ukecc.net) or contact us by email at [ecc@tsi.org.uk](mailto:ecc@tsi.org.uk) or by phone – 01268 886690 – between 9am and 5pm.