

# Free help & advice for consumers in Europe

European Consumer Centre Czech Republic

Activities carried out in 2022



# A small ECC with a huge impact

## About European Consumer Centre Czech Republic

Our ECC is located in the very centre of Prague. Our ECC is well known also among stakeholders as an organisation which provides information and assists consumers in cross-border cases.

We benefit a lot from the strong brand of our host-structure, the CTIA. This cooperation of ECC Czechia translates into many advantages for consumers.



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**Opening hours**  
Monday to Friday  
9 am to 3 pm



**Our host**  
Czech Trade Inspection  
Authority



*“The European Consumer Centres Network has been improving its service to consumers since its start in 2005. Where a consumer feels alone and helpless, we provide information and free-of-charge assistance accross the borders. With native speakers and legal experts from 29 states intensively cooperating every day in a transnational manner, the ECC-Net is a true Union service for its citizens.”*

**- Ondřej Tichota, ECC CZ Director**

*“Dear Petra, I truly appreciate all your support on this matter and your effort to solve it. Today I received the payment amounting to CZK 29,568 from the air carrier. Wish you a wonderful rest of the day and long holiday weekend.”*

**- Camile, consumer**

# 62 % individual disputes resulted in agreement of both sides

European Consumer Centre Czech Republic



3,017 consumers contacted the ECC in 2022, i.e. increase by 12% when compared to 2021.

The number of requests for information and advice in particular cases was 1,997, which was by 44.5% more than in 2021.

The number of complaints was 1,017, which was 50 more than in the previous year. The centre's success rate in resolving consumer disputes was more than 62% in 2022.

# Intermediary between consumer & trader

European Consumer Centre Czech Republic

## 3017

consumers have contacted us in 2022.

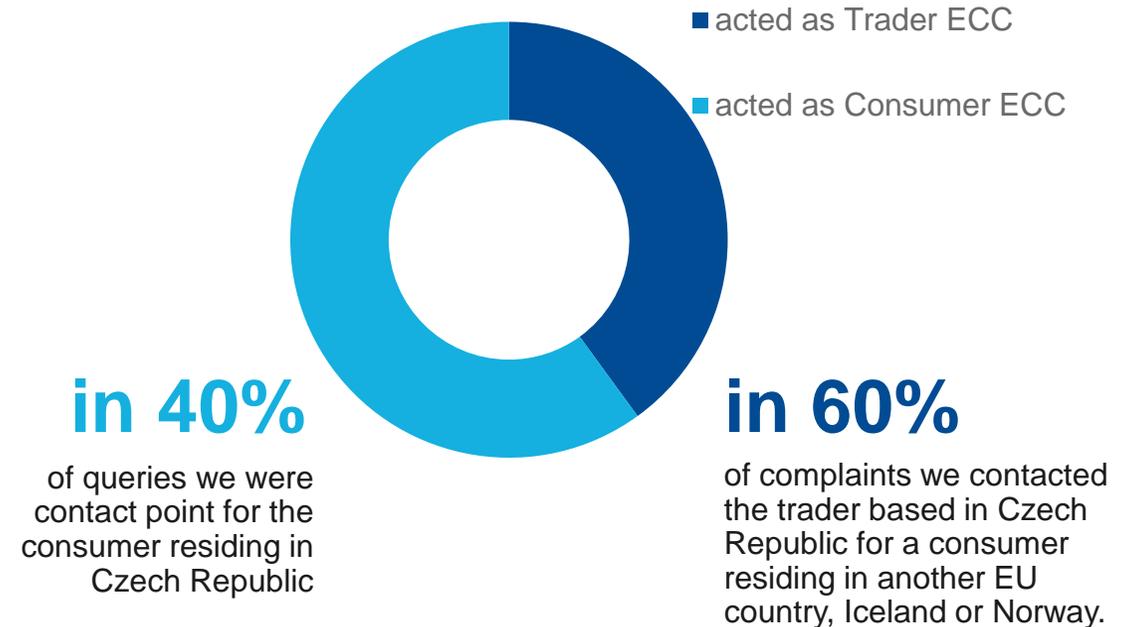
They had either

- a **problem with a trader based in another EU country, Iceland or Norway**
- or a **question about their rights** within the EU

We were able to resolve **62%** of individual disputes in favour of the consumer.

Our goal is an out-of-court solution, which is why we depend on the trader's willingness to cooperate.

**79%** of consumers were satisfied with our services.



# Selected complaints

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01



## Increased price of construction material for €9,000

A Czech consumer ordered construction materials from a German company and paid an invoice of CZK 218,334 (about €9,000). The next day, however, a representative of the company told him on the phone that the amount was insufficient and that he had to pay more than CZK 42 000. The consumer did not agree with the increase in price and withdrew from the contract within the 14-day period. The company then sent him an invoice for CZK 5,000 as an administration fee, but this was unlawful within the withdrawal. The Czech office of the European Consumer Centres Network processed the case and forwarded it to the partner centre in Germany. Based on its appeal, the retailer refunded the entire amount of nearly CZK 220,000 and dropped the demand for a payment of CZK 5,000.

02



## Refused claim worth €1,000

A coffee machine, after some time of use, began to discharge small metal particles into the water. The Polish dealer refused to accept the complaint, having used unlawful arguments, such as that the claimed coffee machine had to be packed in its original box with all the accessories. And then he was very annoyed when he found out that the consumer dealt with the problem through the European assistance network, but he settled the claim by refunding the full price of the goods, which exceeded 25,000 (€1,000).

# Selected complaints

European Consumer Centre Czechia

03



## Partial delivery and no will to refund

In another case, a Spanish retailer sent an incomplete set of furniture for which the Czech consumer paid €2,685, approximately CZK 67,000. However, the last part, a bed, could not be delivered due to ongoing problems with the manufacturer. The consumer tried to resolve the situation, but the trader was unable to deliver the goods and unwilling to refund the money, and eventually stopped communicating at all. When the retailer was contacted by the Madrid-based partner ESC, the consumer was reimbursed €1,010, or around 25,000 crowns, for the undelivered bed.

04



## Undesired parcels from Poland

Countless number of mostly elderly consumers contacted the ECC after having received allegedly non-ordered goods for hundreds and thousands CZK. The Polish seller was reluctant to refund consumers and stop sending further goods, requiring payments, nor to delete personal data of consumers.

# Informing people on their rights

European Consumer Centre Czechia



## 14 lectures

1. For the University of 3<sup>rd</sup> Age in Pardubice
2. For high schools in Přerov, Klatovy and Mělník
3. For the wide public in Klatovy



## Social Media Highlight

1. ECC took part in the pre-Christmas campaign on useful tips for online shopping and sustainability
2. Centre has: Twitter 246 followers and Facebook 874 fans



## Day of Europe

1. ECC took part in the Day of Europe open-air festival organized by the Representation of the Commission in Prague, having joined other EU networks, NGOs and embassies of EU countries.

# V4 countries cooperation

## European Consumer Centre Czechia



### Broad V4 ECCs Meeting in Prague

Prague again hosted the regular V4 ECCs Meeting, in which we annually meet our colleagues from Slovakia, Poland and Hungary. ECC Austria is always invited as a guest, last year we were also joined by our partner centers from Bulgaria and Sweden.

### Hunt on risky e-shops from all over

Being hosted by the Czech Trade Inspection Authority, the ECC has been involved in the project named „List of risky e-shops“. List of links esp. to websites where no trader is indicated or terms are legally insufficient is available on the host's web [www.coi.cz/rizikove](http://www.coi.cz/rizikove).

### Cooperation with surveillance bodies

ECC Czechia closely cooperates with the general market surveillance body, the Czech Trade Inspection Authority as the member of the European CPC network. It submitted several suggestions for investigation of companies from other EU countries.



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# Collection of Host Logos

