

Free help & advice for consumers in Europe

European Consumer Centre Czechia

Activities carried out in 2023



A small ECC with a huge impact

About European Consumer Centre Czechia

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.



ECC Czech Republic

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Opening hours

Mon-Thu: 8 am to 4 pm
Fri: 10 am to 1 pm



Our host

Czech Trade Inspection
Authority



“Where a consumer feels alone and helpless, we provide information and free-of-charge assistance across 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

“Hello, the company has written to me to say that they apologize and that they are refunding my money. On Monday, I received the amount originally paid from my account more than two years ago. Thank you very much for your help. Without you, they would have not even responded to me...”

- Zdeněk H., consumer

61.66% of individual disputes resulted in agreement of both sides

European Consumer Centre Czechia



2,547 consumers contacted the ECC in 2023.

The number of requests for information and advice in particular cases was 1,537, which was by about 25% less than in 2022, especially due to the information service of the CTIA signposted Slovakian consumers to the Slovakian ECC, as it is necessary for the network to operate and the ECC CZ didn't have to deal with these queries.

The number of complaints was 1,010, which was 7 less than in the previous year. The centre's success rate in resolving consumer disputes was 61.66%, i.e. by about 0.5% less than in 2022.

Intermediary between consumer & trader

European Consumer Centre Czechia

2,547

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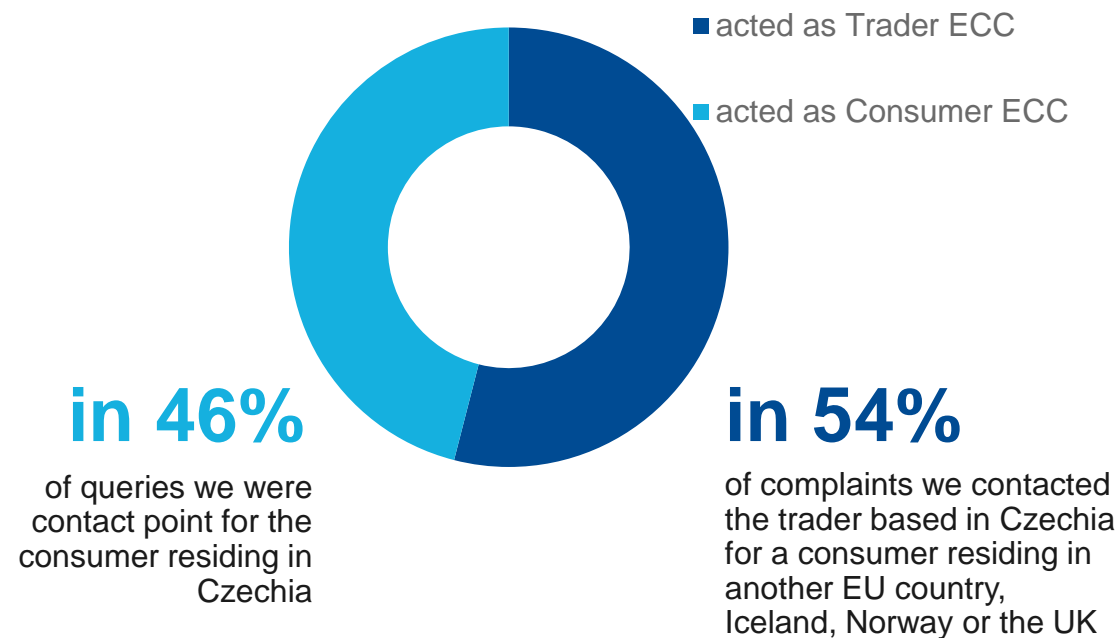
They had either

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

We were able to resolve **61.66%** of queries 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.

77% of consumers were satisfied with our services.



Selected complaints

European Consumer Centre Czechia

01



Compensation 1,200 € for 12-hour delay

The problem:

Two Czech passengers on their way back from holiday missed their connection in Vienna due to a 12-hour delay.

Solution:

ECC managed to negotiate €600 compensation per person, but also reimbursement of costs of the alternative train journey.

02



Unsuccessful withdrawal

The problem:

A Slovenian clothing retailer told on the phone how to return of goods after withdrawal. But no refund followed.

Solution:

Only the intervention of the partner centre in Slovenia made the seller refund to the Czech lady after several months.

03



Mixed up items when returning goods

The problem:

Consumer returned different goods after withdrawing from the contract. The Dutch retailer was unable to match an refund.

Solution:

ECC-Net mediated and the matter was clarified and approximately 3,500 CZK was returned to the consumer's account.

Selected complaints

European Consumer Centre Czechia

04



€600 refund for a baby-stroller damage on the flight

Luggage, a checked-in baby-stroller, was destroyed during a flight by a German airline. The Czech passenger paid for the packaging at the airport where it was labelled "fragile". In Vienna, the stroller was delayed and after delivery to her home the next day, no damage was apparent at first glance. But after unpacking, it turned out that the stroller basket was broken in half. The stroller was bought new abroad just before the flight.

After communication, the carrier admitted their mistake and promised to reimburse 600 € for the destroyed stroller, but it wasn't happening for long months. Only after the ECC-Net intervention.

05



Only partial refund after delivery of wrong goods

Hungarian consumer ordered a sofa and a footrest. The Czech trader sent the sofa in wrong colour, not beige but rather pink. The seller stated that they have no connection with the manufacturer anymore and offered a 30% refund.

Although it was a breach of the contract with the seller, the seller didn't change his position and the consumer had to buy a new sofa in the meantime, while not being able use neither the footrest anymore as it didn't match nor the old nor the new sofa. ECC-Net reached the refund of €1,392.

Informing people on their rights

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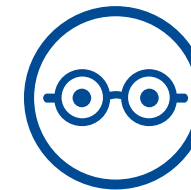
9 lectures

1. For the University of 3rd Age in Prague
2. For high schools in Olomouc and Mělník
3. For seniors clubs in Olomouc, Vrchlabí and Hostinné



Social Media Highlight

1. The centre took part in the ECC-Net pre-Christmas campaign on useful tips for online shopping
2. Centre has: Twitter 262 followers and Facebook 907 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



Involving ADR in the V4 ECCs experience

Strengthening cooperation with ADR, the ECC Czechia invited an ADR staff of the host organisation to join in the regular V4 ECCs Meeting, held in Warsaw this time, to share views and expertise. At this meeting, Polish CPC body held presentation on major issues in the area of medical products.

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.

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. In 2023, it also met the Financial Arbitrator and Czech Telecommunication Office.



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