

Free-of-charge assistance to consumers in Europe in 2024

European Consumer Centre Czechia

Activities carried out in 2024



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

Gorazdova 24
120 00 Praha 2



Opening hours

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



Our host

Czech Trade Inspection
Authority

eccnet-cz@ec.europa.eu
www.evropskyspotrebitel.cz



“For 20 years, the ECC-Net has been here with the great offer to consumers experiencing problems with traders from other participating European countries. The success rate in resolving consumer disputes has increased to more than 60% annually which is a result which we very much appreciate.”

- Ondřej Tichota, ECC CZ Director

“I have to admit that I did not believe in a positive and, moreover, so quick solution. All the more reason to appreciate your help; you must have undoubtedly used a considerable amount of diplomacy to achieve such a result. The attached clipping shows that both payments are back in my account..”

- Stanislav Ž., consumer

61% of individual disputes resulted in agreement of both sides

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2,549 consumers contacted the ECC in 2024.

The number of requests for information and advice in particular cases was 1,436, which was by 7% less than in 2023, especially due to the cooperation with the information service of the CTIA who signposted foreign consumers turning to the host to ECCs in their home countries directly, i.e. without the necessity for the ECC to do this, while 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 1,113, which was 10% more than in the previous year. The centre's success rate in resolving consumer disputes was 61%, i.e. about the same as in 2023.

Intermediary between consumer & trader

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2,549

consumers have contacted us in 2024.

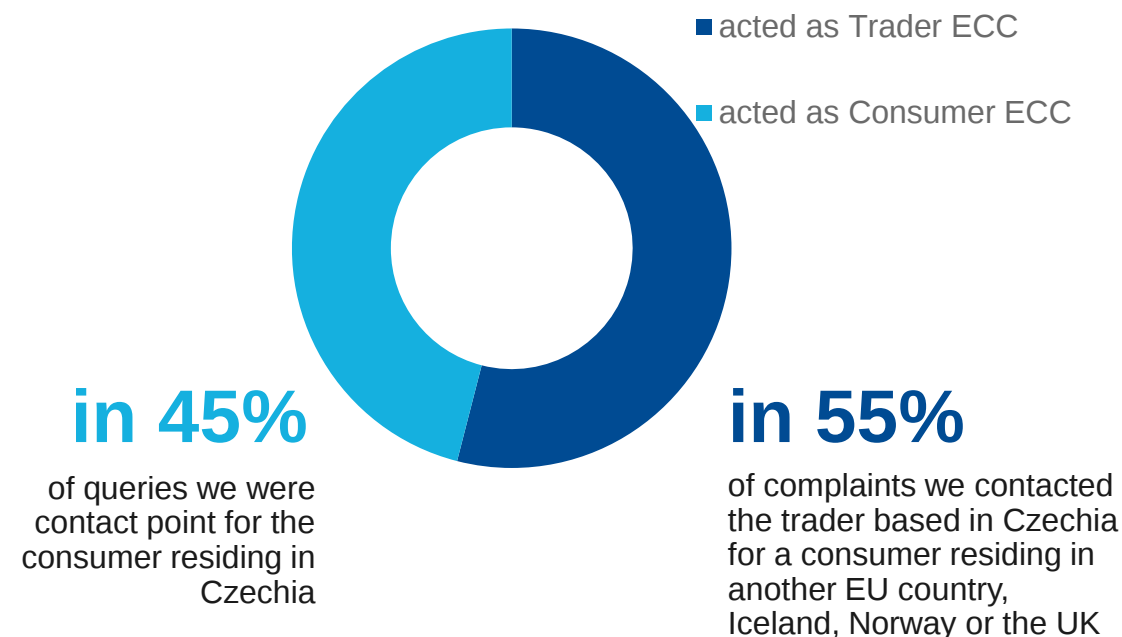
They had either

- 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%** 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.

93% of consumers were satisfied with our services.



Selected complaints

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01



Software trial not terminated

The problem:

A Czech consumer terminated a free software trial for a software before the end of the 7-days trial period, but the provider withdrew €24.19 despite the subscription disappeared from his account. The consumer received no response to his messages to the vendor who withdrew other €24.19 and later required further €120.94 for the automatically prolonged subscription that appeared in the consumer's account.

Solution:

After the ECC-Net intervention, the trader apologized for the inconvenience, refunded the amount of €48.38 and stopped requiring the amount of €120.94.

02



No earrings in undamaged parcel

The problem:

The ordered set of earrings for €395 was a birthday gift. The delivered undamaged packaging was empty, though. The seller stated all went ok and refused any refund (as the consumer needed to buy the product elsewhere).

Solution:

After repeated investigation, the vendor decided to improve their reputation and refund their customer.

Selected complaints

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03



Car defects occurred shortly after purchase

A Czech citizen bought a used car in Germany for €16,900 and on the way back to Czechia a defect appeared which was not apparent at the moment of purchase. Before that, C had been assured by the seller that the car was free of defects. An authorized service centre found that the defect had appeared thousands km before the purchase and had been deleted in the control unit.

Solution:

After the ECC-Net action, the seller compensated €700 for necessary repairs.

04



Fraudulent offer of accommodation in Turkey

No apartment was situated at the address referred to on intermediary website. There was no response from the alleged accommodator, the broker didn't help either. 8 people, incl. 4 kids, incl. a 2-years old, were stranded in hot weather somewhere in Turkey. They found a place to stay and sought refund with no success.

Solution:

Based on ECC-Net intervention, the broker refunded the total amounts paid, i.e. €3,211.

Informing people on their rights

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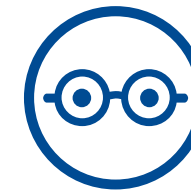
Lectures

1. For high schools in Klatovy in cooperation with the local Europe Direct office
2. For high school in Mělník
3. For Association of civic advisory service



Social Media Highlight

1. The centre took part in the ECC-Net pre-Christmas campaign on useful tips for online shopping
2. Centre has: X 262 followers and Facebook 917 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.

Cooperation among centres

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ADR, CPC and trader communication in Prague

Strengthening cooperation between individual centres is key and one of beneficial study visits was held in Prague where we hosted colleagues from 5 other countries, including Cyprus, Lithuania, Italy, the Netherlands and Denmark. Presentations were also given by representatives of the ADR and CPC of the CTIA as well as lawyers of the Kiwi.com company.

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 2024, it also met the The centre also presented its activities and shared its legal opinions and best practices with the general ADR body of Malta visiting the CTIA. ECC staff also gave a lecture to the Association of civic advisory service bodies.



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