



European Consumer Centre for Services

Be a Confident Consumer or Business

Your Rights

We can help you make informed choices when buying goods & services in the EU. This means you can be confident to purchase goods & services from another EU country. We can provide information on consumer laws and rights and help you find organisations in the EU that could give you practical assistance.

Goods & Services

Some areas we can advise on:

- Your rights when booking travel arrangements
- How your business is protected when purchasing goods and services in the EU
- Your rights when buying/selling timeshare and related products
- Issues of discrimination based on your nationality or country of residence
- Legal rights when dealing with estate agents/rental agencies
- Who can assist you if you have a dispute
- How to check you're dealing with a reputable company
- Detail on specific legislation such as Distance Selling/Sale of Goods
- Details of specific legislation covering you when buying at a distance(online, mail order etc)

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Mon - Fri 10am - 3pm

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