

European Consumer Centre for Services

1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex SS15 6TH

Telephone: 01268 886694

Email: eccs@tsi.org.uk

Website: www.ukecc-services.net

European Consumer Centre for Services.
Delivered by the Trading Standards Institute.
Funded by the Department for Business,
Innovation and Skills.

Follow us



@ECCforServices



Search for The European Consumer Centre for Services

European Consumer Centre for Services

Information and support for consumers shopping for goods and services across the EU



European Consumer Centre for Services



European Consumer Centre for Services

Buying in the EU?

How we can help

European Consumer Centre for Services

Why not sign up to our newsletter, 'The Portal' for consumers or 'EU Source' for advice professionals

You'll receive up to date information on your rights and hear about our latest activities and events



Just email us at eccs@tsi.org.uk or call us on **01268 886694**, or sign up on the 'subscription page' on our website www.ukecc-services.net

If you are an organisation offering advice to consumers, we are happy to supply leaflets, briefing sheets and to visit you to deliver a presentation to your staff

Call 01268 886694

Visit www.ukecc-services.net

Email eccs@tsi.org.uk



Be a confident consumer...

The European Consumer Centre for Services (ECCS) is a free website and telephone service which provides general information on consumer rights when buying goods and services in the European Union.

We can help you make informed choices when buying goods and services in any of the 28 EU Member States, as well as Norway, Iceland and Liechtenstein. This means you can be confident to shop whether in person or at a distance (online, mail order, telephone etc) from another EU country.

We can also supply contact details of organisations anywhere in the EU that could provide practical assistance in the case of a dispute.

ECCS offers 'pre-shopping' information including consumer rights, details of appropriate legislation and can source details on trade associations or regulators.

Help for businesses...

ECCS can also offer some advice to businesses who are looking to expand into the EU, or who need information on their obligations to consumers.

Discrimination issues...

The ECCS advises on discrimination by traders against consumers based on their place of residence or nationality. This may be refusal to enter into contract with the consumer for the purchase of goods or services, price differences, or differences in terms and conditions.

As an EU national, you should not be charged a higher price than local residents (excluding postage costs) when buying goods or services elsewhere in the EU, unless the price difference is justified.

E.g. A British family booking car hire online for a trip to Poland may be asked to pay more to rent a car than Polish residents.

You should have the same access to goods and services as the consumers in other Member States, however a trader can apply different conditions where this is justified.



Do you have an enquiry?

Please contact us:

Telephone: 01268 886694

Email: eccs@tsi.org.uk

Website: www.ukecc-services.net

We can advise you how you may be covered under EU law if there is a problem. We can also contact our colleagues in the EU country concerned to gather as much information as possible and ensure that you are confident before you purchase goods or services.