

# ANNUAL REPORT 2025

European Consumer Centre Luxembourg



Help and advice  
for consumers  
in Europe



European Consumer Centre Luxembourg

# IN NUMBERS

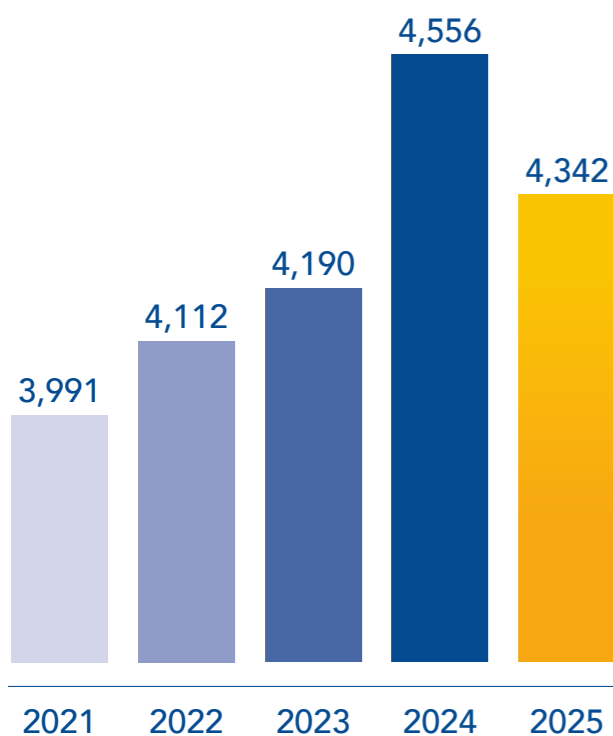
# 4,342

Cases received by  
ECC Luxembourg

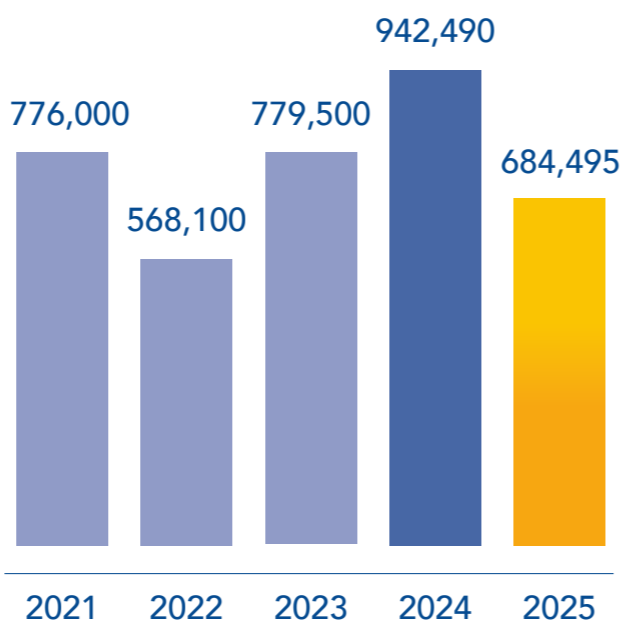
# €684,495

Amount saved for the benefit  
of European consumers

Number of cases handled



Amount recovered in €  
for the benefit of consumers



## EDITORIAL

The year 2025 was dynamic and marked by significant developments for the European Consumer Centre (ECC) Luxembourg. Since taking up my position in November 2024, the team has continued its work consistently, introducing measured adjustments while maintaining the high quality of our assistance. Although certain indicators recorded a slight decrease, the year demonstrates the strength of our activities and the continuity of our services, made possible through the team's dedication and close cooperation with our partners.

The year was also marked by several highlights reflecting recognition of our work. We had the honour of welcoming His Royal Highness Grand Duke Henri to our stand on Europe Day and were invited to participate in the Trounwiessel. We modernised our visual identity, redesigned our annual report, strengthened our communications, and organised the 10th ECC Luxembourg Conference. These initiatives have enabled us to remain close to consumers and further consolidate our role within the European Consumer Centres Network (ECC-Net).

This annual report highlights the key achievements and initiatives of a particularly busy year. It illustrates the continued development of our mission, and our commitment to staying close to consumers, while also marking the 20th anniversary of ECC-Net, a symbol of coordinated, practical and sustainable European action.

**Thomas Segrétain**  
Director



## SUMMARY

<b>The ECC in Luxembourg</b>	<b>4</b>
2025 Overview	6
Consumer Feedback	10
ECC Luxembourg at a glance	12
Engaging with Consumers	16
Promotion & Awareness	20
<b>The ECC-Net</b>	<b>22</b>
About	24
20th Anniversary of ECC-Net	26

# The ECC in Luxembourg



# 2025 OVERVIEW

Throughout 2025, the European Consumer Centre Luxembourg (hereinafter ECC Luxembourg) continued its mission to inform, advise, and assist European consumers, handling a total of 4,342 new enquiries and cases.

Breakdown of the 4,342 cases received:

- 2,822 requests for information
- 1,520 cross-border complaints

Main countries involved: Germany, Belgium and France

## Trends in Case Volume (2021–2025)

Between 2021 and 2025, the number of cases increased overall. The year 2024 recorded a particularly high level of cases. In 2025, a moderate decrease of 4.7%

compared with 2024 was observed. However, the volume remained higher than in the years 2021–2023, confirming a sustained level of activity and overall stability.

## Origin of Cases

The cases received are distributed as follows:

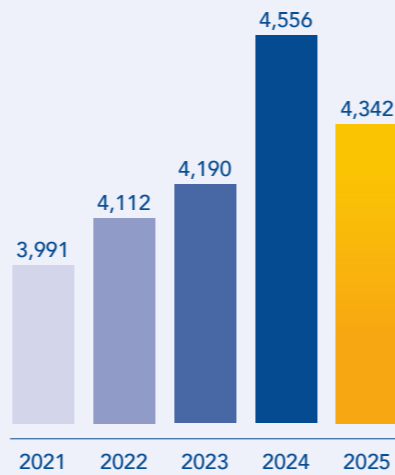
- 3,269 cases concerning consumers residing in Luxembourg (Consumer ECC cases)
- 1,073 cases concerning consumers residing in another EU Member State, Norway or Iceland (Trader ECC cases)



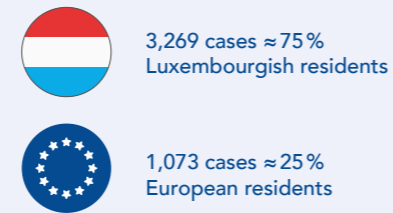
# 4,342

Cases received by ECC Luxembourg

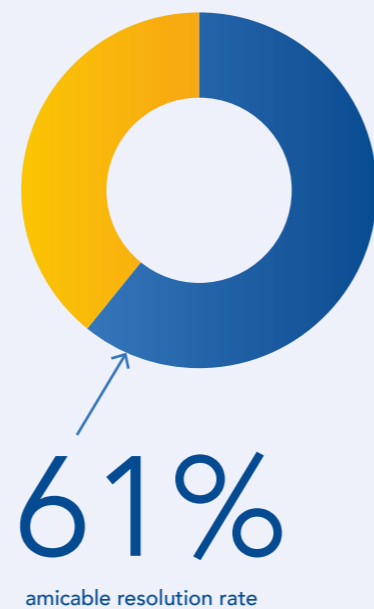
## Number of cases handled



## Consumers' country of residence



## Overall amicable resolution rate (Consumer ECC and Trader ECC cases combined)



# 2025 OVERVIEW

## Amount recovered for consumers

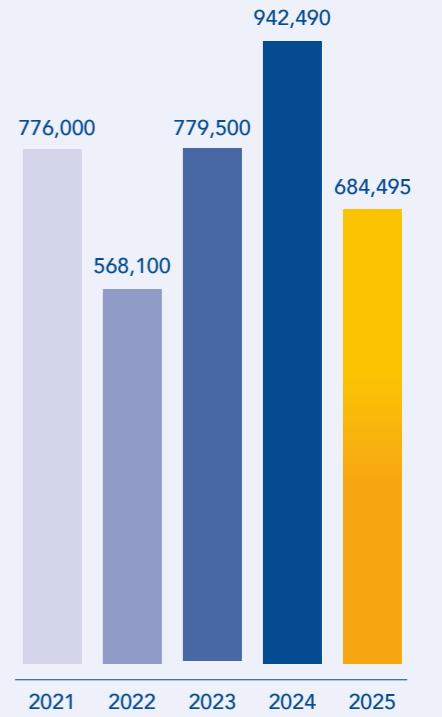
In 2025, the European Consumer Centre Luxembourg secured a total of €684,495 for the benefit of consumers. This amount relates exclusively to cases successfully closed during the year, meaning that an amicable agreement was reached between the consumer and the trader.

The amounts recovered vary depending on the nature of the dispute and the sector concerned and do not necessarily correspond to the amounts initially claimed, as partial reimbursements were obtained in some cases. For information, approximately 22% of cases closed in 2025 involved amounts between €0 and €100.

# €684,495

Amount saved in € for the benefit of European consumers

## Amount of saved funds in € for the benefit of consumers



## Focus on Luxembourg consumers (Consumer ECC cases)

In 2025, ECC Luxembourg handled 3,269 cases concerning consumers residing in the Grand Duchy:

- 2,783 requests for information
- 486 cross-border complaints

Resolution and satisfaction:

- Amicable resolution rate (Consumer ECC cases): 59.2%
- Satisfaction rate with ECC Luxembourg services: 91.43%. This satisfaction rate is based on responses to the post-case survey sent to consumers, with a response rate of 17%.

# 2,783

Requests for information



Amicable resolution rate (Consumer ECC cases)

## Main dispute sectors (Consumer ECC cases)

- 27.45% Transport and Tourism (including car rental)
- 20.4% Purchase of goods (non-delivery, warranty issues, etc.)
- 11.49% Purchase of services (contractual issues, etc.)

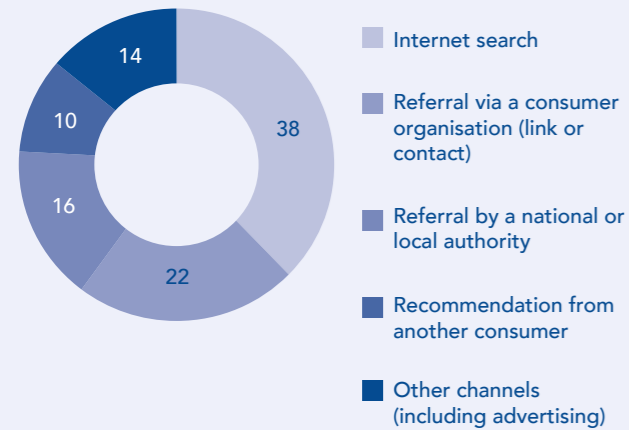
## Main countries involved



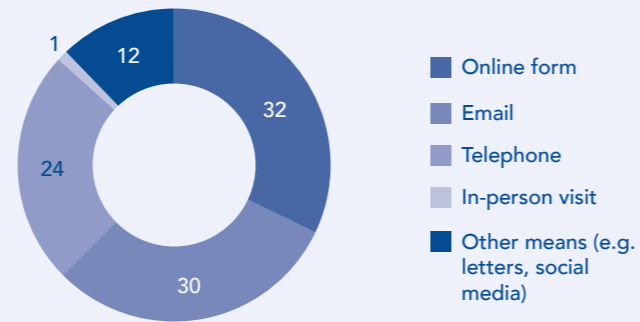
# 2025 OVERVIEW

## Focus on Luxembourg consumers (Consumer ECC cases)

How did consumers learn about ECC Luxembourg? In %



Contact channels used by consumers to reach ECC Luxembourg? In %



# 91.43%\*

Satisfaction rate with ECC Luxembourg's services

\* This satisfaction rate is based on responses to the post-case survey sent to consumers, which had a response rate of 17%.

## Focus on European consumers (Trader ECC cases)

# 1,073

Cases from European residents

In 2025, ECC Luxembourg handled 1,073 cases concerning European consumers with complaints against traders established in Luxembourg.

# 66.78%

Amicable resolution rate (Trader ECC cases)

### Main sectors concerned

- 27.27% Purchase of goods (non-delivery, warranty issues, etc.)
- 21.86% Services (contractual issues, etc.)
- 16.56% Financial services (blocked accounts, payment issues, etc.)

### Main countries involved

- Germany
- France
- Italy
- Belgium

## ECC Luxembourg as Contact Point

The European Union has introduced legislation to strengthen consumer rights and ensure the smooth functioning of the internal market. As these rules can be complex, ECC Luxembourg provides guidance and serves as a contact point for consumers.

**EU Services Directive:** ECC Luxembourg advises consumers on their rights under the directive, which aims to eliminate barriers to the free movement of services across the European Union.

**Geo-blocking Regulation:** ECC Luxembourg provides guidance on the regulation, which aims to prevent unjustified geographical restrictions and other forms of discrimination based on nationality, place of residence or the trader's location.

**European Small Claims Procedure (ESCP):** ECC Luxembourg assists consumers wishing to initiate this procedure, which simplifies

access to justice for cross-border civil and commercial disputes worth up to €5,000.

**Alternative Dispute Resolution (ADR):** ECC Luxembourg directs consumers to the relevant mediation bodies across the EU to help resolve disputes amicably.

**European Payment Order Procedure (EOP):** ECC Luxembourg supports consumers and traders wishing to recover undisputed sums owed by a debtor in another EU Member State.

**Alerts to Authorities:** Since 2020, ECC Luxembourg has been authorised to notify

national authorities of traders who fail to respect consumer rights under EU law, thereby helping to promote effective enforcement action.

**EU Online Dispute Resolution (ODR):** Until 2025, ECC Luxembourg served as the contact point for the European Online Dispute Resolution (ODR) platform, which allowed consumers and traders to resolve disputes relating to online purchases amicably. **Following the closure of the platform in July 2025, consumers can consult the European Commission's website for information on out-of-court dispute resolution and the relevant competent bodies.**



# CONSUMER FEEDBACK

## They thank us

"In any case, I would like to thank you for your advice. It is reassuring to know that there are still caring people around. Many thanks."

"Excellent service from ECC. I encountered a serious problem with a company that sold me a trip online (the second major issue within a year), and each time ECC was able to assist me. Truly remarkable service. My sincere thanks to the entire team."

"Many thanks for your time, effort, and for guiding my case to a successful resolution. I greatly appreciated your support and the clarity of your explanations throughout the process."

"Once again, thank you for your help and for the protection you provide to consumers."

"I sincerely thank you for assisting me with this matter. I have learned a great deal, particularly about the existence of ECC, which supports consumers in situations like this, and that as a buyer and consumer, one can protect oneself and assert one's rights with your help."

"Without your help, I would not have obtained anything. Many thanks."

"I informed the company about the steps taken with your services, and following this, they agreed to cover the issue under the warranty."

## Their stories



### MARC\*

#### Hotel Stay Cancelled – Full Refund Obtained

A consumer residing in the Grand Duchy booked a two-night stay at a hotel in France through an online booking platform based in the Netherlands. The booking allowed free cancellation until 11:59 PM on the day of reservation.

Although the cancellation was made within the allowed timeframe, the platform initially refused to refund the amount paid. Thanks to the intervention of ECC Luxembourg, the consumer ultimately received a full refund of €155.36.



### ISABELLA\*

#### Received a Different Product – Refund Secured

A consumer residing in Italy received a product that differed from what she had ordered from a trader established in Luxembourg. She immediately informed the company and returned the item. The company initially refused to issue a refund, arguing that the returned product did not match the one delivered.

ECC Luxembourg reminded the company that the consumer cannot be held responsible for a delivery error caused by the trader. Following this, the consumer obtained a full refund of the amount paid.



### JANE\*

#### Flight Cancellation – Refund Successfully Processed

A consumer residing in Luxembourg booked flights with an airline based in another EU Member State. After the flights were cancelled by the airline, she was informed that a refund would be issued, as the reservation had not been maintained.

Despite this confirmation, no refund was received initially. ECC Luxembourg's intervention clarified the situation and ensured that the consumer received the refund she was entitled to.

\*To remain compliant with the General Data Protection Regulation, all names used are pseudonyms.

# ECC LUXEMBOURG AT A GLANCE

## How ECC Luxembourg Works?

As the contact point for residents of Luxembourg, ECC Luxembourg receives complaints regarding foreign traders (1) and forwards them to the relevant consumer centre in the country where the trader is based (2). The centre then contacts the trader to facilitate an amicable resolution of the dispute.

Conversely, consumer centres in other countries refer cases involving Luxembourg-based companies to ECC Luxembourg, ensuring efficient cross-border handling of disputes.

ECC Luxembourg maintains a regular dialogue with national and European

authorities to support cooperation, provide advice, raise awareness, and organise events. It is co-financed by the European Commission, the Luxembourg Government, and the Union Luxembourgeoise des Consommateurs (ULC), and provides all of its services free of charge.



Watch our explanatory video



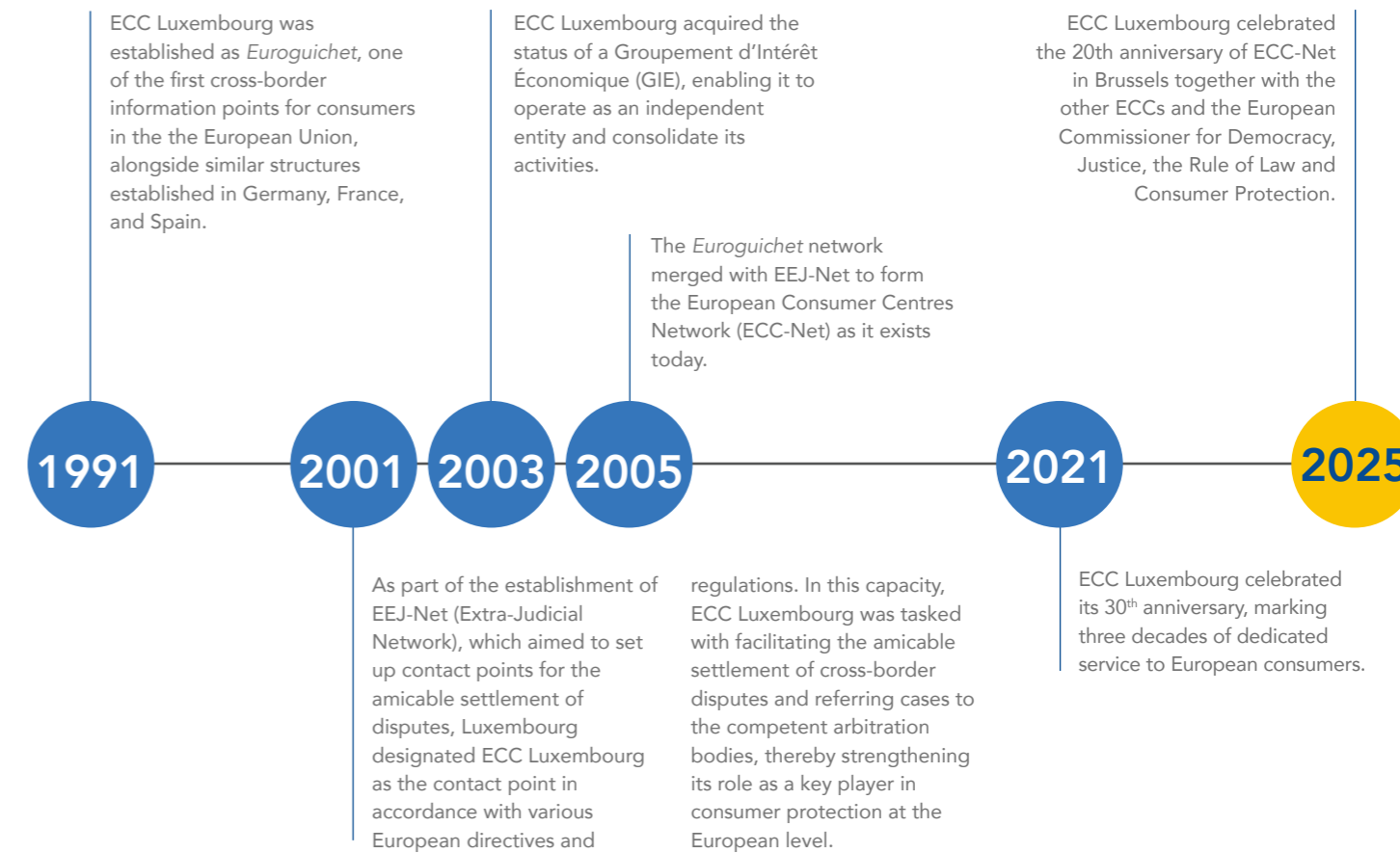
## ECC Luxembourg's Mission

The European Consumer Centre Luxembourg provides free information and advice to consumers on their European consumer rights and assists them in the amicable resolution of disputes with traders

established in another EU Member State, as well as in Iceland, Norway, or the United Kingdom.

ECC Luxembourg also raises awareness of cross-border consumer issues and works with authorities and other stakeholders to strengthen consumer protection and confidence in the European Single Market.

## Our History



**The ECC Luxembourg is financially supported by:**

Co-funded by the European Union

THE GOVERNMENT OF THE GRAND DUCHY OF LUXEMBOURG

## The Team



11 employees

55% women  
45% men

Average length of service

7.5 years of seniority on average

Languages spoken



Luxembourgish



French



German



English

Supported by a multilingual team, ECC Luxembourg operates across various areas of consumer law and advises consumers on their rights at the European level.

The team combines experience and fresh perspectives. Several members have more than 15 years of expertise, bringing in-depth knowledge of procedures and consumer rights, while more recent recruits contribute new ideas and new insights.

## New Visual Identity

In 2025, ECC Luxembourg adopted a new visual identity aligned with the Corporate Design Manual of ECC-Net. The colours and graphic elements, directly inspired by the European network, ensure continuity and recognisability, enhance the Centre's logo, and reflect the movement, dynamism and connectivity of ECC Luxembourg with consumers and partners across Europe.

The European colours are now clearly highlighted across all communication

materials, underlining ECC Luxembourg's membership of the European network.

The integration of iconic Luxembourg landmarks further reinforces the Centre's national roots.

This new visual style will be progressively rolled out across all print and digital materials to present the Centre's activities in a coherent and professional manner.



## Our Governance

The European Consumer Centre Luxembourg – Groupement d'Intérêt Économique (GIE) is managed by a management board composed of six members (as of 31 December 2025):

- **Marie-Josée Ries**, Chair of the Management Board – Ministry of Agriculture, Viticulture and Food, Directorate for Consumer Protection
- **Paul Gries**, Vice-Chair – L'Union Luxembourgeoise des Consommateurs (ULC)
- **Catherine Phillips** – Ministry of Agriculture, Viticulture and Food, Directorate for Consumer Protection
- **Dominique Gurov** – Ministry of the Economy, SMEs, Energy and Tourism
- **Aline Rosenbaum** – L'Union Luxembourgeoise des Consommateurs (ULC)

→ **Marcel Laschette** – L'Union Luxembourgeoise des Consommateurs (ULC)

On 12 January 2023, the Luxembourg Government designated the European Consumer Centre GIE as the body authorised to represent Luxembourg before the European Commission. This designation falls within the framework of the European regulation establishing the Internal Market Programme and enables ECC Luxembourg to continue hosting the European Consumer Centre in Luxembourg for the 2024–2028 period.

This decision reflects the continuity of a successful and long-standing cooperation since the creation of the GIE, whose mission is to inform and protect consumers in their cross-border activities.

The ECC Luxembourg wishes to express its sincere gratitude to **Mr Nico Hoffmann**, former member of the Board of Directors, who served as Chairman on several occasions. His unwavering commitment and decisive contribution played a vital role in the smooth operation and development of the Centre.

The ECC Luxembourg welcomes **Mr Paul Gries**, who joined the Board in 2025 as Vice-President for the Union Luxembourgeoise des Consommateurs (ULC). The Centre looks forward to his future contribution to the development and mission of the ECC Luxembourg.

# REACHING OUT TO CONSUMERS

## PARTICIPATION IN EXTERNAL EVENTS

Throughout 2025, ECC Luxembourg actively strengthened its proximity to consumers by taking part in a wide range of public events. These engagements provided valuable opportunities to

present its free services, raise awareness of consumer rights, and engage directly with the public.



### 15–16 March

#### Festival of Migrations, Cultures and Citizenship

At this major event organised by the Liaison Committee of Foreigners' Associations (Comité de liaison des associations issues de l'immigration - CLAE), the Centre engaged with expatriates and new residents, providing practical information and answering questions related to cross-border consumer issues.

### 15 March

#### Orientation Day

Organised by the Department of Integration of the Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees. This event enabled signatories of the Welcome and Integration Contract (CAI) to discover administrative procedures, public institutions and community life in Luxembourg. ECC Luxembourg contributed by informing participants about their consumer rights and available services.



### 07 September

#### Luxembourg Expat Day

During Expat Day at Neimënster Abbey, ECC Luxembourg shared a stand with the Directorate for Consumer Protection and the Union Luxembourgeoise des Consommateurs. This joint presence brought together the main actors in consumer protection and offering expatriates a single, comprehensive point of contact.



### 10 May

#### Europe Day

Europe Day offered a key platform to highlight the ECC-Net, its European network of centres and its operational framework.

ECC Luxembourg had the honour of welcoming His Royal Highness the Grand Duke Henri of Luxembourg, to its stand. A visit that underscored the visibility and relevance of its services.

### 13 October

#### Cross-Border Fair "Les Flux"

ECC Luxembourg took part in the second edition of the "Les Flux" fair, organised by the Association of Cross-Border Workers in Luxembourg (L'Association des Frontaliers Au Luxembourg - AFAL) at the Cloche d'Or shopping centre. The event brought together individuals living, working, or conducting business between Luxembourg and neighbouring regions, providing a platform for dialogue on cross-border consumer matters.



### 08 July

#### Information Stand at lux-Airport

At the start of the summer holiday season, ECC Luxembourg hosted an information stand at Luxembourg Airport, organised in cooperation with the Directorate for Consumer Protection (DPC) and the National Enforcement Body (NEB), providing travellers with guidance on their rights.



© Stephanie Jabardo

### 20 September

#### Orientation Day

By participating in a second Orientation Day organised by the Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees, ECC Luxembourg reaffirmed its commitment to informing and supporting young consumers.

# REACHING OUT TO CONSUMERS

## EVENTS ORGANISED BY ECC LUXEMBOURG

Throughout the year, ECC Luxembourg continued its mission of engaging with consumers by participating in numerous events. These gatherings provided opportunities to present its free

services, inform the public about their consumer rights, and answer their questions directly.



© Directorate for Consumer Protection

## Other Initiatives

Throughout the year, ECC Luxembourg organised several initiatives aimed at young consumers, including activities at **Maison des Jeunes Gare** (26 June 2025), the **University of Luxembourg** (17 October and 5 December 2025), and as part of the **dayCARE project** (29 October 2025). These initiatives included short internships and interactive information sessions.

The objective was to raise awareness among young people of their consumer rights, present the role and services of ECC Luxembourg, and foster discussion on issues relevant to their daily lives.

Finally, on the occasion of **World Consumer Day**, ECC Luxembourg contributed to the organisation of the event alongside the Directorate for Consumer Protection and the Union Luxembourgeoise des Consommateurs. Held on 13 March 2025, the event focused on the theme “**How Digitalisation and Artificial Intelligence Influence Consumers**”.



© Marion Dessard

## Midis du Consommateur européen

In 2025, ECC Luxembourg organised two “Midis du Consommateur européen” events in cooperation with the Representation of the European Commission and the European Parliament Liaison Office in Luxembourg.

- 6 March 2025 – “The New European Consumer Agenda” Venue: Europa Experience – European Parliament (Luxembourg)
- 4 July 2025 – “Everything You Need to Travel with Peace of Mind” Venue: Foyer Européen (Luxembourg)

These events provided a platform for discussion, information sharing and dialogue on current issues in European consumer law.

## MEETINGS AT ECC LUXEMBOURG

Throughout the year, ECC Luxembourg had the pleasure of welcoming several high-level stakeholders to its premises. Among them were **Anne Calteux**, Head of the European Commission Representation in Luxembourg, and **Marc Angel**, Member of the European Parliament and Quaestor. The Centre also had the honour of receiving **Paul Gries**, the newly elected President of the

Union Luxembourgeoise des Consommateurs (ULC).

In addition, ECC Luxembourg welcomed visiting groups to present its services and inform participants about their rights as European consumers.

## 10<sup>th</sup> Conference on Consumer Rights in Europe

On 24 September 2025, ECC Luxembourg organised its 10<sup>th</sup> Conference on Consumer Rights in Europe, held under the patronage of the European Parliament and with the support of the European Commission. The event brought together institutional representatives, legal experts, consumer associations, and economic stakeholders, providing a platform for in-depth discussions on current challenges in consumer protection across Europe.

Following welcome remarks by the Director of ECC Luxembourg, the conference was officially opened by Marc Angel, Quaestor of the European Parliament; Michael McGrath, European Commissioner for Democracy, Justice, the Rule of Law and Consumer Protection; and Martine Hansen, Luxembourg Minister for Consumer Protection. In their addresses, they highlighted the importance of consumer protection and the central role played by ECC Luxembourg.

Three main topics structured the discussions:

- **Online Targeting:** Experts from the European Commission, the Union Luxembourgeoise des Consommateurs, the National Commission for Data Protection and Amazon explored the legal, ethical and practical aspects of digital targeting.
- **Cryptocurrencies:** Speakers representing the Council of the European Union, the Commission de Surveillance du Secteur Financier and Bitpanda examined both the opportunities and risks for consumers,

with a particular focus on the European legislative framework.

- **Sustainability Claims:** Participants from the European Commission, the House of Sustainability, the Consumer Union Finland and the Organisation for Economic Co-operation and Development (OECD) shared their analyses on consumer trust and protection in relation to environmental claims.

The conference also highlighted cooperation within the ECC Network (ECC-Net), featuring round-table discussions moderated by representatives of the ECC centres in Germany, France and Austria.

This 10<sup>th</sup> edition reaffirmed the role of ECC Luxembourg in supporting consumers and adapting consumer protection to emerging challenges.

In closing, the Director of ECC Luxembourg announced that this 10<sup>th</sup> edition would mark the final conference in the series.



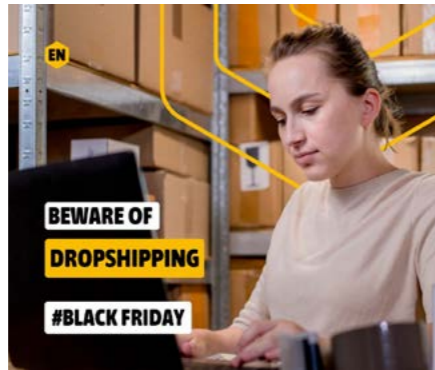
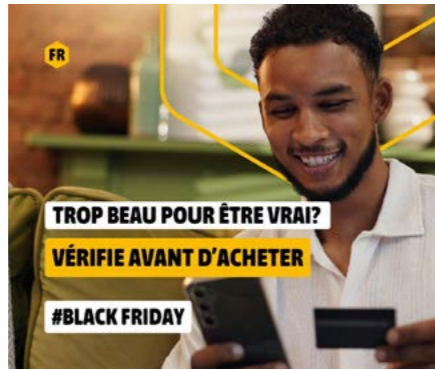
© Directorate for Consumer Protection

# PROMOTION & AWARENESS

## Consumer Campaigns and Awareness-Activities

On the occasion of Black Friday 2025, ECC Luxembourg, in partnership with BEE SECURE, conducted an awareness campaign promoting best practices for online shopping. The initiative aimed to prevent risks related to fraudulent websites and misleading offers through practical advice disseminated via the partners' websites and social media channels.

In addition, ECC Luxembourg collaborated with My Connectivity and its partners to develop an information tool designed to help consumers better understand telecommunications contracts and digital security issues, thereby supporting informed decision-making.



## Media Presence

At the end of 2025, ECC Luxembourg launched a communication campaign across several Luxembourg media outlets, including RTL, Luxemburger Wort and Virgule (radio, print and digital media).

The campaign aimed to raise awareness of ECC Luxembourg's existence and free-of-charge services. For the first time, the campaign was also broadcast in Luxembourgish, further enhancing the accessibility of the information to a broader audience.

## Video Campaign in Public Transport

In 2025, a video campaign was once again broadcast in trams over several weeks between September and December. Building on the positive feedback received in 2024, ECC Luxembourg renewed this initiative to further strengthen its visibility and remind consumers of the availability of free assistance in the event of a dispute with a trader established in another EU Member State. This year, the campaign was broadcast in English and French.

## Communication Tools

### Social Media

In 2025, ECC Luxembourg further strengthened its social media presence, with a particular focus on reaching young audiences and newcomers in order to inform them about their rights and promote its free services.

*ECC Luxembourg plans to discontinue its presence on X in 2026 as part of the ongoing evolution of its services and the optimisation of its communication tools.*



1,069 followers (+ 2.89%)



719 followers (+ 4.51%)



475 followers (- 1.86%)



464 followers (+ 18.07%)

### Website



Total visits: 32,597



Articles published: 62 in French, 21 in English, 17 in German



Google reviews: 46 (43 positive)

## Media Coverage

The publications issued by ECC Luxembourg, particularly its press releases, aim to share information and raise awareness among journalists and consumers on a wide range of topics. In 2025:

- 105 media articles were recorded (print, digital media, radio and television);
- 24 press releases were issued (14 in French, 6 in English and 4 in German);
- 3 information sheets were published on the website (1 in French, 1 in English and 1 in German).

## Press Conference

In July 2025, Martine Hansen, Minister for Consumer Protection, invited ECC Luxembourg to participate in a press conference dedicated to air passenger rights.

During the event, the Minister presented the 2024/2025 activity report of the National Enforcement Body (NEB), the authority responsible for ensuring compliance with these rights. ECC Luxembourg took the opportunity to reiterate its role in informing and assisting consumers, with particular emphasis on passenger rights in cases of lost or damaged luggage.



# The ECC-Net

# ABOUT



Scan for more information about our network

Since its establishment in 2005, the European Consumer Centres Network (ECC-Net) has supported consumers across Europe in resolving cross-border disputes. Present in all Member States of the European Union, as well as in Norway and Iceland, the network provides free information and advice on consumer rights. The strength of the European Consumer Centres lies in this close cooperation framework, which enables the practical implementation of European legislation at the citizen level. At the same time, it contributes to the smooth functioning of the internal market and strengthens consumer confidence across Europe.

## Involvement within ECC-Net

ECC Luxembourg is actively engaged in the governance and strategic development of the network. The Director serves as Co-Rapporteur of the Stakeholders Focus Group and as a member of the Strategic Management Group. In addition, one of the Centre's legal advisers participates in the ECC-Net Policy Paper Group.

Through this involvement, ECC Luxembourg contributes directly to defining the network's strategic orientations and priorities and remains committed to maintaining this active role.

## Activities and Exchanges within the Network

In 2025, ECC Luxembourg took part in several events organised within the framework of ECC-Net, including:

- Cooperation Day, Copenhagen, Denmark
- 20<sup>th</sup> Anniversary Celebration of ECC-Net, in Brussels, Belgium
- IT Tool Workshop, Warsaw, Poland
- Communication Workshop, Strasbourg, France
- Additional online meetings with network members (case handling and communication)

ECC Luxembourg also participated in two study visits aimed at fostering the exchange of experience, and best practices, as well as discussions on emerging trends among the European Consumer Centres:

- Helsinki, bringing together the ECCs of Finland, Austria, Belgium and Germany
- Utrecht, gathering the ECCs of the Netherlands, Belgium, Italy, Czechia and Lithuania



Study Visit in Utrecht, Pays-Bas



Study Visit in Helsinki, Finlande

# 20<sup>TH</sup> ANNIVERSARY OF ECC-NET

In 2025, the European Consumer Centres Network (ECC-Net) celebrated its 20<sup>th</sup> anniversary. The event, held in the presence of Michael McGrath, European Commissioner for Democracy, Justice, the Rule of Law and Consumer Protection, brought together institutional representatives, experts and members of the network from across Europe, including ECC Luxembourg.

The celebration took place at the headquarters of the European Commission in Brussels and provided an opportunity to reflect on two decades of cross-border cooperation. It also highlighted the importance of effective consumer protection in ensuring a fair and competitive internal market.

Discussions also underscored the current and future challenges of consumer policy, particularly those linked to the digital and green transitions, as well as the need to strengthen cooperation across European stakeholders.

This anniversary celebration illustrated the vitality of the network and its continued commitment to supporting consumers throughout Europe.



© European Commission

## IMPRINT

### Legal Information

The content of this report represents the views of the author only and is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the European Innovation Council and Small and Medium-sized Enterprises Executive Agency (EISMEA) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for any use that may be made of the information it contains.

**Publisher:** European Consumer Centre Luxembourg

**Content:** European Consumer Centre Luxembourg

**Design and layout:** wait: agency

**Illustrations/photos:** Adobe Stock Images

**Icons:** thenounproject

**Publication date:** March 16, 2026

The ECC Luxembourg  
is financially  
supported by:



Co-funded by  
the European Union



THE GOVERNMENT  
OF THE GRAND DUCHY OF LUXEMBOURG

# Your rights do not stop at the border.

Are you facing a dispute related to a purchase made in another EU country?  
Use the free services of ECC Luxembourg and the ECC-Net.

## ADDRESS

271, route d'Arlon  
L-1150 - Luxembourg

## FAX

+352 268 457 61

## EMAIL

[info@cecluxembourg.lu](mailto:info@cecluxembourg.lu)

## TELEPHONE

+352 268 464 1