



Press release European Consumer Centre Luxembourg

Luxembourg, 18 January 2023

The ECC Luxembourg takes stock of 2022 and sets a new record on the number of cases handled

In 2022, the European Consumer Centre Luxembourg was once again at the service of consumers, with 4110 cases handled, marking a new record with the exception of the coronavirus year in 2020.

Indeed, throughout the year, the ECC team continued to inform, advise and assist consumers in their cross-border disputes and thereby enabled consumers to recover the sum of 568.100€. This amount was obtained in cases wherein the ECC either aided consumers in being reimbursed by a professional or wherein the latter helped consumers in defending themselves against an unjustified claim by a professional.

These cross-border disputes concern the following areas:

- 1. Tourism, including the following areas: package travel, accommodation, rail, bus and boat travel – representing 28% of complaints handled;**
- 2. Air transport, representing 14% of complaints handled;**
- 3. Purchasing and the repairing of used cars, representing 4.5% of complaints handled.**

We've also analysed, on the basis of the disputes submitted to the ECC Luxembourg, that the sellers most often involved in cross border disputes are located in Germany, France, the Netherlands and in 4th place, Belgium.

In conclusion, we would also like reiterate that 2022 was equally marked by the launch of our new website, which's mission is to further assist consumers in the field of European consumer law.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxemburg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters. Our services are free of charge. The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government (Ministry of Consumer Protection) and the Union Luxembourgeoise des Consommateurs (ULC).

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