



Press release European Consumer Centre Luxembourg

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Dating sites and applications: 5 points to pay attention to when signing up

February 14th is Valentine's Day and the perfect opportunity for singles to find love. To say goodbye to singlehood, many consumers turn to dating apps or sites.

The European Consumer Centre Luxembourg provides you with advice on how to surf safely on these sites and/or applications:

- **Fake profiles:** many fake profiles are used on dating sites. If you respond to such profiles, there is a risk of possibly getting confronted with requests for financial assistance. The best thing to do is to ignore these requests (also note that the operator of the dating application or site cannot be held responsible for any money lost).
- **The choice of subscription:** only basic access to the dating site is generally free. But as soon as you want to exchange messages with a potential partner, you may be requested to use paid services.
- **The general terms and conditions of sale:** they are generally accessible via a link at the bottom of the website. Among other things, you will find information about the price, the duration, the automatic renewal of the contract and, if necessary, the way to terminate the contract.
- **The automatic renewal of the contract:** If an automatic extension of the contract is not desired, it is recommended to find out in advance about applicable cancellation periods and conditions.
- **The withdrawal period:** As a rule, the contract concluded online can be revoked within 14 days following the conclusion thereof, without having to give any reasons. However, if you have already started using the services, you may receive a partial refund.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (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).