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Press release

CEC Luxembourg: Consumers say thank you

The European Consumer Centre Luxembourg (CEC Luxembourg) doubles in two years the amount of disputes recovered for consumers to € 776,000

"I could never have done it without you. The company reimbursed me the € 5,000. Thank you dear CEC"

This is just one example of a satisfied consumer who, thanks to the support of the CEC Luxembourg, was able to successfully enforce his claim against a company.

In total, CEC Luxembourg was able to "save" the impressive amount of € 776,000 for consumers in 2021. This amount was achieved in cases where either the CEC assisted consumers to enforce their claim against a company or helped to fend off an (unjustified) claim by a company against consumers.

This means that the CEC Luxembourg more than doubled the amounts saved compared to 2019 (€ 387,000). Compared to 2020, there is an increase of almost 42% in 2021.

This success was achieved by the CEC Luxembourg in 2021 within the framework of almost 4,000 cases processed. It should be particularly emphasized that the support provided to consumers by the CEC Luxembourg is completely free of charge.

A highly motivated team of 7 lawyers is at the disposal of consumers who turn to the CEC with their consumer law problem. The only condition: a cross-border issue.

All this is made possible by the financial support from the European Commission, the Ministry of Consumer Protection and the ULC.

"It's a pity I didn't know you existed earlier". Despite nearly 4000 cases processed, there are still many consumers who do not know about the CEC.

Therefore, here again the conditions under which we or our network (ECC-Net) operate:

- You live in Luxembourg or in another EU country (as well as Norway and Iceland).
- You have a consumer law problem with a company in a country other than the country in which you live (cross-border character)
- You have already tried in vain to reach an agreement with the company yourself or you need information about your rights so that you can enforce your claim yourself.

We offer consumers:

- Free advice and concrete support from a team of highly qualified lawyers
- Prompt handling of your request/case in the area of travel, credit, insurance, construction, purchase, guarantees, rental cars, rent, fraud on the Internet, etc.
- A network of European Consumer Centers in the EU, Iceland and Norway
- Average success rate of almost 60%

The ECC Luxembourg is part of a network of 29 European Consumer Centres in the European Union as well as in Iceland and Norway (European Consumer Centres Network - ECC-Net). Our services are free of charge.

The ECC Luxembourg is a "Groupement d'Intérêt Economique" created by the Luxembourg State and the Union Luxembourgeoise des Consommateurs (ULC). The CEC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC.

For questions about this topic, consumer protection in Europe or cross-border disputes, you can contact the ECC Luxembourg:

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