

The European Consumer Centre Luxembourg helps you free of charge if you have an issue with a professional based in another EU country!



Your flight was cancelled or delayed? Your online purchase didn't go as planned? You've been scammed, are facing delivery issues, or your consumer rights in Europe weren't respected? ECC Luxembourg is here to help - free of charge.

ECC Luxembourg offers free assistance in cross-border disputes and answers all your questions regarding European consumer law. All our services are free of charge.

To access our assistance, it's simple: contact us via our online form at www.cecluxembourg.lu, by email at info@cecluxembourg.lu or by phone at +352 26 84 64 1. Our legal team will respond to your request as soon as possible.



The European Consumer Centre GIE 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). The ECC-Net also cooperates with the International Consumer Centre in the UK.

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THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG



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ECC Luxembourg assists you in many aspects of your daily life:

travel, shopping, vehicles, services, scams & counterfeits, real estate,
sustainable consumption, and much more!

But concretely, how can ECC Luxembourg help me?

- **Information about your rights:** Receive detailed information about your consumer rights.
- **Practical advice:** Receive advice and tips to help you avoid consumer problems.
- **Assistance with complaints:** We can contact the professional to try to resolve the issue amicably.

Contact us

+352 26 84 64 1
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European
Consumer Centre
Luxembourg

