

Luxembourg, 22nd October 2021

Press release

Black Friday - Advice and hotline action of ECC Luxembourg

Friday is Black Friday and experience shows that the number of online purchases will explode.

4 advices from ECC Luxembourg to make your shopping run smoothly:

- Make sure the seller's details are correct: name, address, contact details, etc. (check the imprint!);
- with sellers from the EU, your European consumer rights are guaranteed! It can be more problematic with sellers from third countries (China, USA etc.);
- avoid payment in advance by bank transfer;
- look for reviews about the seller or the goods. Do not be guided only by the price! If the price is too good to be true, it usually is!

After-Black-Friday Hotline action of ECC Luxembourg

On December 3, 2021 between 11:00 and 14:00, ECC Luxembourg will organize an After-Black-Friday phone action. If you encountered any difficulties during your online purchase (no or delayed delivery, defective goods, additional costs, etc.) or if you have any questions about it, take the opportunity and contact us! 5 lawyers are at your disposal free of charge for your concerns!

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

The ECC Luxembourg is an Economic Interest Grouping created by the Luxembourg State and the Union Luxembourgeoise des Consommateurs (ULC). The ECC is financially supported by the European Commission, the Luxembourg State (Ministry of Consumer Protection) and the ULC.

You can reach the ECC Luxembourg for questions concerning consumer protection in Europe or in cases of cross-border disputes at the following address:

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