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Press release

World Consumer Rights Day on 15 March: Best sustainable practices from all over Europe

The European Consumer Centre Luxembourg puts the spotlight on the sustainable best practices especially in Luxembourg and the border countries.

Becoming the first climate neutral continent: This is the goal Europe has set itself and wants to achieve by 2050 with the help of the European Green Deal. Notably in consumer protection, the ambition is reflected in concrete initiatives.

But there are also numerous national and local actions for more environmental protection and sustainability. Some of them go beyond EU legislation or pursue particularly innovative approaches.

For World Consumer Rights Day on 15th of March, European Consumer Centre Luxembourg puts the spotlight on these sustainable best practices especially in Luxembourg and the border countries.

Luxembourg

Luxembourg is the first country in the world to offer **free public transport**. Since 2020, both residents and tourists can simply hop on the train, tram or bus without having to buy a ticket. The aim is to raise awareness for environmentally friendly mobility.

Belgium

In Belgium you can find **second hand shops** called "De Kringwinkel" or "Les Petits Riens" with locations all over the country. Anyone can drop off furniture, kitchen utensils and similar items they no longer need. Or acquire them at a bargain price.

France

When it comes to defective products, France encourages consumers to **choose repair over replacement** with a new product. For example, by suspending the legal guarantee of conformity while a product is being repaired. Or by granting a six-month extension of guarantee if a consumer asks a trader to repair the product. France even has a 2-year guarantee renewal if the trader decides to exchange an appliance instead of repairing it as requested

Germany

With an amendment to the **German law on circular economy**, the country wants to put a stop to overproduction, the destruction of new goods and unnecessary returns. Up to now, especially electronic goods and clothing often end up in the trash bin, although they are functioning and like new. Manufacturers and retailers will be held more accountable in the future. They will have to clearly document how they deal with unsold goods, e.g. if they donate them or resell them at a lower price.

You can find the full study by the CEC Network on our website under : <https://bit.ly/3MFpMGh>

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.

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