



**European Consumer News**

**October 2007**

No need for consumers to be afraid this Halloween ....

The ECC is here! We can help you with any problems you meet while making purchases from another European country. Whether it's a cancelled flight, match tickets that never turned up, or faulty electronics bought on holidays, we can help you reach a resolution with the trader in question. See below for details.

If you have had an issue with a purchase from another EU country, please contact us on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie). For information on your consumer rights in a European context, see [www.eccdublin.ie](http://www.eccdublin.ie).

Rosaleen Quinlan  
Editor

### **1. What's bothering you?**

I don't really understand how you work -what can the ECC do for me?

### **2. Consumer query of the month**

I hear lots of horror stories about renting cars abroad-how do I ensure I'm not misled?

### **1. What's bothering you?**

I don't really understand how you work -what can the ECC do for me?

There is no reason, with the creation of the European free market why you should not be able buy your camera from Spain, your car from the UK or your engagement ring from a jeweler in Italy. As with everything in life, however, things go wrong, and when they do, the ECC is here to help.

## **Example**

You buy an expensive branded digital camera in Spain on your holidays.

It turns out to be a clever fake, and you want your money back.

You complain to the retailer directly, in writing, enclosing receipts

That does not work, so you contact us.

We contact our sister ECC office in Spain. They liaise with the retailer on your behalf, and hopefully, you get your money back.

It's a free, confidential service and it certainly works.

In 2006 alone, we secured over 50,000 in refunds and compensation for consumers.

We can also offer you advice on our rights and direct you to the correct agency if we cannot help you ourselves.

One of our trained advisors will be happy to help you on 01 8090600 or at [info@eccdublin.ie](mailto:info@eccdublin.ie).

For general information on your consumer rights in a European context, see [www.eccdublin.ie](http://www.eccdublin.ie).

## **2. Consumer question of the month**

### **Question**

**I'm a bit worried about hiring a car in France for the mid-term break, as my neighbour recently had a very bad experience with a car rental company. She had to pay for 'damage' that she didn't cause.**

**How can I avoid this problem?**

Always check the car for damage before you take the car and when you bring it back, and make sure to do so in the presence of an employee of the car rental company.

Damage that exists at the time of pick-up should be noted in writing. On return of the vehicle, the lack of damage should also be confirmed in writing.

Also bear in mind the following tips:

- Read the hire contract carefully and ask questions if needed.
- Theft insurance generally only applies to the theft of the car and not of personal belongings so check this.

- Pay attention to the agreement on fuel. If returned with an empty tank, high fuel fees can be charged. If returned with a full tank keep the receipts.
- Keep all your receipts and information from the car rental company, so that you can proceed more easily with a complaint should you have cause to do so.

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