



European Consumer Centre for Services



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BIS | Department for Business Innovation & Skills

Why not sign up to our newsletter, 'The Portal'?

You'll receive up to date information on your rights and hear about the activities of the ECCS.



Information and support for consumers shopping for services across the EU

European Consumer Centre for Services
Delivered by the Trading Standards Institute

1 Sylvan Court, Sylvan Way
Southfields Business Park,
Basilidon, Essex, SS15 6TH

Telephone:

08456 08 94 94

(Monday to Friday, 10:00 am to 3:00 pm)

Email: eccs@tsi.org.uk

Website: www.ukecc-services.net

Just email us at eccs@tsi.org.uk
or call us on **08456 08 94 94**,
or sign up on the 'subscription page'
on our website

www.ukecc-services.net

If you are an organisation offering advice to consumers, we would be happy to supply briefing sheets.



**Know Your
Consumer
Rights Abroad**

**European Consumer Centre
for Services**

www.ukecc-services.net

Be a confident consumer...

We can help you make informed choices when buying services in the EU. This means you can be confident to choose a service provider from another EU country.

We provide general information on consumer laws and rights when buying a service across the EU. We can also supply contact details for organisations anywhere in the EU that could provide practical assistance in the case of a dispute.



How can we help?

Whether looking for a wine tasting course in Italy, a plumber to fit a boiler in your house in Spain, or a wedding venue in Cyprus, we can help. We want you to feel as confident when shopping for services in the EU as you do at home.

We can offer advice on your legal rights when buying services such as:

- Travel agents and tour operators
- Hotels
- Building and construction
- Plumbing
- Car repairs
- Childcare
- Private education
- Estate agencies
- Accountancy
- Consultancy



Contact us



We can also contact our colleagues in the EU country concerned to gather as much information as possible, and ensure that you are confident before employing a service provider.

We can provide information on relevant consumer advice services, enforcement bodies and schemes which can provide mediation should a dispute arise.