

**EUROPEAN CONSUMER CENTRES NETWORK
(ECC-NET)**

AUSTRIA

**EUROPEAN CONSUMER CENTRE AUSTRIA
EUROPÄISCHES VERBRAUCHERZENTRUM**

Director: Georg Mentschl

Mariahilfer Straße 81

1060 Wien

☎ + 43/1 588 77 0 (general line)

Europa-Hotline 0810 - 810 225 (only available in Austria)

☎ + 43/1 588 77 71

✉ info@europakonsument.at

🌐 www.europakonsument.at

BELGIUM

**EUROPEAN CONSUMER CENTRE BELGIUM
EUROPEES CENTRUM VOOR DE CONSUMENT
CENTRE EUROPÉEN DES CONSOMMATEURS**

Director: Edith Appelmans

Hollandstraat 13 / rue de Hollande 13

1060 Brussel/Bruxelles

☎ +32/2 542 33 46 (NL)/ +32/2 542 33 89 (FR)

☎ +32/2 542 32 43

✉ info@eccbelgium.be

🌐 www.eccbelgium.be

BULGARIA

EUROPEAN CONSUMER CENTRE BULGARIA

Director: Albena Palpurina

Bacho Kiro street No14

Bg-1000 Sofia

☎ +359/ 298 676 72

☎ +359/ 298 755 08

✉ ecc.bulgaria@kzp.bg

🌐 <http://ecc.kzp.bg/>

CYPRUS

EUROPEAN CONSUMER CENTRE CYPRUS

Ευρωπαϊκό Κέντρο Καταναλωτή Κύπρου

Director: Phrosso Hadjiluca

c/o Competition and Consumers Protection Service (CCPS), Ministry of Commerce, Industry and Tourism

6, Andreas Araouzos

1421 Nicosia

☎ +357/2286 7100

☎ +357/22 375120

✉ ecccyprus@mcit.gov.cy

🌐 www.ecccyprus.org

CZECH REPUBLIC
EUROPEAN CONSUMER CENTRE THE CZECH REPUBLIC
EVROPSKÉ SPOTŘEBITELSKÉ CENTRUM

Director: Tomáš Večl

Štěpánská 15

120 00 Prague

☎ +420/296 366 155

✉ esc@coi.cz

💻 www.coi.cz ; www.coi.cz/esc

DENMARK
EUROPEAN CONSUMER CENTRE DENMARK
FORBRUGER EUROPA

Director: Peter Fogh Knudsen

Amagerfaelledvej 56

DK-2300 Copenhagen S

☎ +45/32 66 90 00

☎ +45/32 66 91 00

✉ info@forbrugereuropa.dk

💻 www.forbrugereuropa.dk

ESTONIA
EUROPEAN CONSUMER CENTRE ESTONIA
EUROOPA LIIDU TARBIJA NÕUSTAMISKESKUS

Director: Silvia Ustav

Kiriku 4

15071 Tallinn

☎ +372/6201 708

☎ +372/6201 701

✉ consumer@consumer.ee

💻 www.consumer.ee

FINLAND
EUROPEAN CONSUMER CENTRE FINLAND
EUROOPAN KULUTTAJAKESKUS

Director: Leena Lindström

P.O. BOX 5

Box 5

00531 Helsinki

☎ +358 10 19 46 76

☎ +358/9 8764 398

✉ ekk@kuluttajavirasto.fi

💻 www.ecc.fi

FRANCE

EUROPEAN CONSUMER CENTRE FRANCE CENTRE EUROPEEN DES CONSOMMATEURS

Director: Bianca Schulz

c/o Euro-Info-Verbraucher e.V.

Rehfusplatz 11

D-77694 Kehl

☎ +49/78 51 991 48 0

0820/200 999 (only accessible from France)

☎ +49/78 51 991 48 11

✉ info@euroinfo-kehl.eu

🌐 www.euroinfo-kehl.eu

GERMANY

EUROPEAN CONSUMER CENTRE GERMANY EUROPÄISCHES VERBRAUCHERZENTRUM DEUTSCHLAND

Director : Bernd Krieger

c/o Euro-Info-Verbraucher e.V.

Rehfusplatz 11

D-77694 Kehl

☎ +49/7851 991 48 0

☎ +49/7851 991 48 11

✉ info@euroinfo-kehl.eu

🌐 www.euroinfo-kehl.eu

Address 2: Kiel office

Andreas-Gayk-Straße 15

D-24103 Kiel

☎ +49/431 590 99 50

☎ +49/431 590 99 77

✉ evz@evz.de

🌐 www.evz.de

GREECE

EUROPEAN CONSUMER CENTRE GREECE Ευρωπαϊκό Κέντρο Καταναλωτή

c/o Hellenic Ministry of Development

Director:

Kanigos Square

GR - 10 181 Athens

☎ +30/210 3847253

☎ +30/210 3847106

✉ infoecc@efpolis.gr

🌐 www.eccefpolis.gr

HUNGARY

EUROPEAN CONSUMER CENTRE HUNGARY

EURÓPAI FOGYASZTÓI KÖZPONT

Director: György Morvay

Logodi u. 22-24

1012 Budapest

☎ +36/1 473 0338

☎ +36/1 331 7386

✉ info@efk.hu

🌐 www.efk.hu

ICELAND

EUROPEAN CONSUMER CENTRE ICELAND

EVRÓPSKA NEYTENDAADSTOÐIN

ENA – ECC ICELAND

Director: Hildigunnur Hafsteinsdóttir

Hverfisgata 105

101 Reykjavik

☎ +354/ 545 1200

☎ +354/ 545 1212

✉ ena@ena.is

🌐 www.ena.is

IRELAND

EUROPEAN CONSUMER CENTRE DUBLIN

Director: Ann Neville

13a Upper O'Connell Street

Dublin 1

☎ +353/1 809 06 00

☎ +353/1 809 06 01

✉ info@eccireland.ie

🌐 www.eccireland.ie

ITALY

EUROPEAN CONSUMER CENTRE ITALY

CENTRO EUROPEO CONSUMATORI

Director: Federico Vicari

Via G.M. Lancisi 31

00161 Roma

☎ +39/06 442 38 090

☎ +39/06 441 18 348

✉ info@ecc-netitalia.it

🌐 www.ecc-netitalia.it

LATVIA

EUROPEAN CONSUMER CENTRE LATVIA EIROPAS PATĒRĒTĀJU INFORMĒŠANAS CENTRS

c/o Patērētāju Tiesību Aizsardzības Centrs-Consumer Rights Protection Centre

Director: Aija Gulbe

Kr. Valdemara Street 157-228

1013 Riga

☎ +371/738 8625

☎ +371/738 8625

✉ info@ecclatvia.lv

🌐 www.ecclatvia.lv

LITHUANIA

EUROPEAN CONSUMER CENTRE LITHUANIA EUROPOS VARTOTOJŲ CENTRAS

Director: Viktorija Ostrauskiene

J. Basanavičiaus st. 20-11

LT 03224 Lithuania

☎ +370/5/2650368

☎ +370/5/2623123

✉ info@ecc.lt

🌐 www.ecc.lt

LUXEMBOURG

EUROPEAN CONSUMER CENTRE LUXEMBOURG CENTRE EUROPEEN DES CONSOMMATEURS-GIE LUXEMBOURG

Director: Karin Basenach

55 rue des Bruyères

L-1274 Howald

☎ +352 26 84 641

☎ +352 26 84 57 61

✉ info@cecluxembourg.lu

🌐 www.cecluxembourg.lu

MALTA

EUROPEAN CONSUMER CENTRE MALTA

Director: Claude Sammut

Annex to Consumer & Competition Division

47A, South Street,

Valletta, Malta

☎ +356 21 22 19 01

☎ +356 21 22 19 02

✉ ecc.malta@gov.mt

🌐 www.eccnetmalta.gov.mt

THE NETHERLANDS
EUROPEAN CONSUMER CENTRE THE NETHERLANDS
EUROPEES CONSUMENTEN CENTRUM

Director: Patricia de Bont
Catharijnesingel 55, 5th floor
3511 GD Utrecht
P.O. Box 487
3500 AL Utrecht, the Netherlands

☎ +31/(0) 30 232 64 40

☎ +31/(0)30 234 2727

✉ info@eccnl.eu

🌐 www.eccnl.eu

NORWAY
EUROPEAN CONSUMER CENTRE NORWAY
FORBRUKER EUROPA

Director: Elisabeth van Riessen
P.O.Box 4594 Nydalen
0404 Oslo

☎ +47 23 400 500

☎ +47 23 400 501

✉ post@forbrukereuropa.no

🌐 www.forbrukereuropa.no

POLAND
EUROPEAN CONSUMER CENTRE POLAND
EUROPEJSKIE CENTRUM KONSUMENTCKIE

Director: Piotr Stańczak
Plac Powstańców Warszawy 1
00 950 Warsaw

☎ +48/22 55 60 118

☎ +48/22 55 60 359

✉ info@konsument.gov.pl

🌐 www.konsument.gov.pl

PORTUGAL
EUROPEAN CONSUMER CENTRE PORTUGAL
CENTRO EUROPEU DO CONSUMIDOR

Director: Maria do Céu Costa
Praça Duque de Saldanha, 31-1°
1069-013 Lisboa

☎ +351/21 356 47 50

☎ +351/21 356 47 19

✉ euroconsumo@dq.consumidor.pt

🌐 <http://cec.consumidor.pt>

ROMANIA

EUROPEAN CONSUMER CENTRE ROMANIA

CENTRUL EUROPEAN AL CONSUMATORILOR ROMANIA

Director: Razvan Resmerita

Bd. Nicolae Balcescu nr. 32-34, etaj 4, cam. 16

Sector 1, Bucharest,

RO-010055

☎ + 40/ 21 3157149

☎ + 40/ 21 3157149

☎ + 40/ 21 3110242

✉ office@eccromania.ro

🌐 www.eccromania.ro

SLOVAKIA

EUROPEAN CONSUMER CENTRE SLOVAKIA

EURÓPSKE SPOTREBITEĽSKÉ CENTRUM

Director: Dženšída Veliová

Mierová 19

827 15 Bratislava

☎ 00421/2 4854 2019

☎ 00421/2 4854 1627

✉ ecc@economy.gov.sk

🌐 www.economy.gov.sk/ecc

SLOVENIA

EUROPEAN CONSUMER CENTRE SLOVENIA

EVROPSKI POTROŠNIŠKI CENTER

Director: Jana Huč Uršič

1000 Ljubljana

Frankopanska 5

☎ +386 1 432 30 35

☎ +386 1 433 33 71

✉ epc@epc.si

🌐 www.epc.si

SPAIN

EUROPEAN CONSUMER CENTRE SPAIN

CENTRO EUROPEO DEL CONSUMIDOR

Director: José Maria Tamames Rivera

Principe de Vergara 54

28006 Madrid

☎ +34/ 91 822 45 55

☎ +34/ 91 822 45 62

✉ cec@consumo-inc.es

🌐 <http://cec.consumo-inc.es>

SWEDEN

EUROPEAN CONSUMER CENTRE SWEDEN

KONSUMENT EUROPA

Director: Jolanda Girzl

Lagergrens gata 8

Box 48

65102 Karlstad

☎ +46/54 - 19 41 50

☎ +46/54 - 19 41 59

✉ info@konsumenteuropa.se

🌐 www.konsumenteuropa.se

UNITED KINGDOM

EUROPEAN CONSUMER CENTRE UK

Director: Jediah Mayatt

1 Sylvan Court, Sylvan Way,

Southfields Business Park

BASILDON Essex UK SS15 6TH

☎ +44 (0)8456 04 05 03 (Monday to Friday: 10:00am to 3:00pm)

☎: +44 (0)8456 08 96 00

✉: ecc@tsi.org.uk

🌐: www.ukecc.net