

Maria bought a mobile phone...

After the product was delivered ...

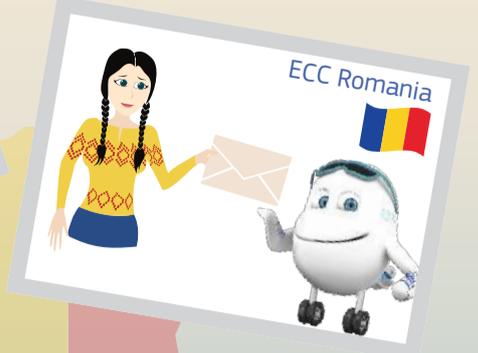
Since the seller didn't answer her...



...from a German online store



...Maria changed her mind and decided to ship it back



...Maria contacted ECC Romania

Let's see what is...

The ECC procedure

Prerequisites

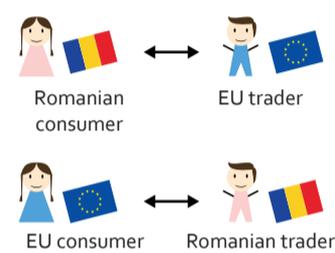


Solving is **free**, solely amiable



The ECC network can handle only **cross-border** cases, from EU countries + Norway and Iceland

The litigations may imply products or services and may be between consumers (**individuals**) and traders, as below:



Before contacting ECC, try to resolve your problem directly with the trader



You must attach to your complaint form **all** the proving documents



The ECC Procedure

1 If you face a problem with a EU trader...

5 and he will reinstate you

2 contact the Centre from your country;

Contact the Centre from your country, **NOT** the one from the trader's country

4 which will contact the trader

3 this one will contact the Centre from the trader's country...

Timeline

2 days

10 days

7 days

10 weeks (recommended)

5 days

Confirmation receipt of the complaint

Preliminary assessment

Acceptance or rejection of the case by the Centre in the trader's country

The actual resolution of the case

Informing the consumer on the proposed solution

Possible Resolutions

Your case is resolved



The case is resolved by reaching an amiable agreement with the trader



Your case is not resolved

as a lack of **answer** or **refusal** from the trader to accept the solution's terms



You are given information on how to solve your case in **court**



Your case can be forwarded to an **authorized institution** in order to take action (if necessary) **OR** to an **Alternative Dispute Resolution** entity

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ADR



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