

Do you know how to make a complaint ?



ECC Romania

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The European Consumer Center in Romania, as a part of European Consumer Centers' network, has jurisdiction only in the amicable settlement of cross-border consumer disputes, meaning those disputes arising from the purchase of defective goods / services by a resident consumer in Romania from a trader based in an EU Member State other than Romania and those disputes arising from the purchase by a consumer resident in another EU Member State of defective products / services from a trader based in Romania.

Here are the steps you should follow when making a complaint:

- 1.** The issue must be governed by European consumer protection provisions (passenger rights, online purchases, product and service warranty, travel packages, timeshare, etc.)
- 2.** If the matter complained of falls within the provisions referred to in point 1, first, you will have to address the trader to give him the opportunity to come up with a solution. The trader's contact details can usually be found within the terms and conditions, on the invoice or on its website.
- 3.** If you have not received any response from the merchant within 30 days or if his response displeases you, you can request support from the ECC. It is important to mention two aspects:
 - ECC Romania cannot take over the cases of Romanian residents against a Romanian trader. In this matter, you will need to contact the local Consumer Protection Commissariats;
 - if you live in a Member State other than Romania and have a complaint against a Romanian trader, it is best to address the European Consumer Center in your state of residence.
- 4.** Complaints to the ECC can be made via the online form, by letter, or by e-mail. If you submit your complaint by letter or email, please state the following: contact details, contact details of the merchant, a brief description of the case (date of purchase, payment method, what and when it happened, when you contacted the trader/ the answer you received), the solution you want to get, etc. On the complaint you send, please attach all the documents related to your issue: the complaint sent to the trader, a copy of the sale contract, electronic tickets, copies of the correspondence with the trader's representatives, copies of receipts, invoices, and other proof of payment.
- 5.** You will be notified of your complaint within 2 business days upon its arrival at ECC Romania. Within 10 business days of receiving, you will be informed of the outcome of the preliminary assessment of the case. If the complaint is accepted, the European Consumer Centers, as recommended by the EU, propose a maximum settlement time of 10 weeks, which can be prolonged for good reason.

ECC Romania

Help and advice for consumers in Europe



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