



Help and advice
for consumers
in Europe

EUROPEAN CONSUMER CENTRE SLOVENIA 2024

FREE ADVICE AND CONSUMER ASSISTANCE

In 2024, some more consumers than in the year before turned to the European Consumer Centre Slovenia (ECC Slovenia) for help and advice.



1,437

consumers
contacted ECC in

2024



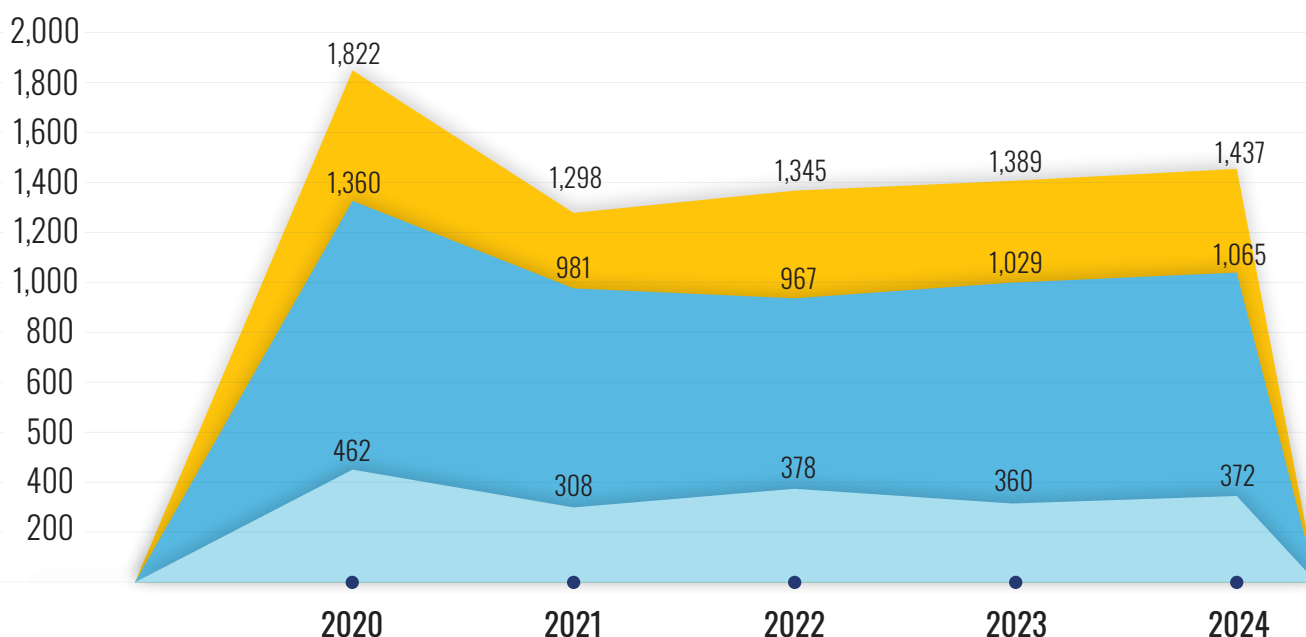
1,065 requested information
or advice



372 complained against
foreign traders

NUMBER OF COMPLAINTS AND REQUESTS FOR INFORMATION IN PREVIOUS YEARS

● Number of complaints ● Number of requests for information ● Number of consumers who turned to ECC Slovenia



SUCCESS RATE IN RESOLVING COMPLAINTS

ECC Slovenia helped to resolve the complaints of **190** foreign consumers against Slovenian traders and **182** Slovenian consumers against foreign traders. There were:

41 %

Successfully resolved complaints from Slovenian consumers against foreign traders.

62 %

Successfully resolved complaints from foreign consumers against Slovenian traders.

COMPLAINTS RELATED TO METHOD OF PURCHASE

As many as **89%** of total complaints were related to online purchases, where:

90,5 %

Foreign consumers made online purchases from Slovenian traders.

88 %

Slovenian consumers made online purchases from foreign traders.

ECC-Net COMPLAINT HANDLING POLICY

The ECC-Net can assist a consumer who has failed to resolve a complaint with a provider established in another EU Member State, Iceland, Norway and, for the time being, the United Kingdom – either because the consumer's claim was rejected by the provider, or because the provider proposed a solution that was not acceptable to the consumer, or the provider did not respond to the claim at all.

If it is established that the complaint is well-founded, the Slovenian ECC contacts the ECC in the country of the provider, which notifies the provider of the violation of the consumer's rights and urges it to meet the consumer's request.



The ECC cannot take action against a trader who does not respect consumer rights and in cases of fraud or deception.

USER SATISFACTION WITH ECC SERVICES

According to a survey conducted among consumers who contacted ECC Slovenia in 2024, 81.4% of consumers were satisfied with the ECC's services.

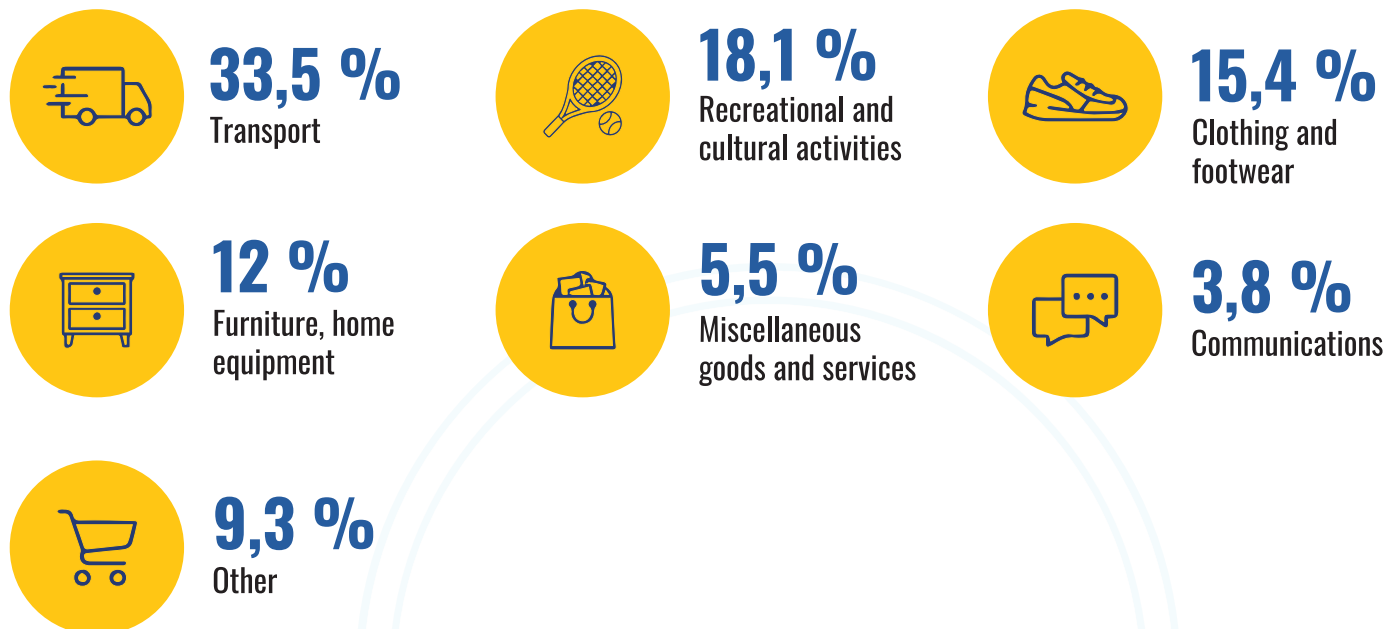


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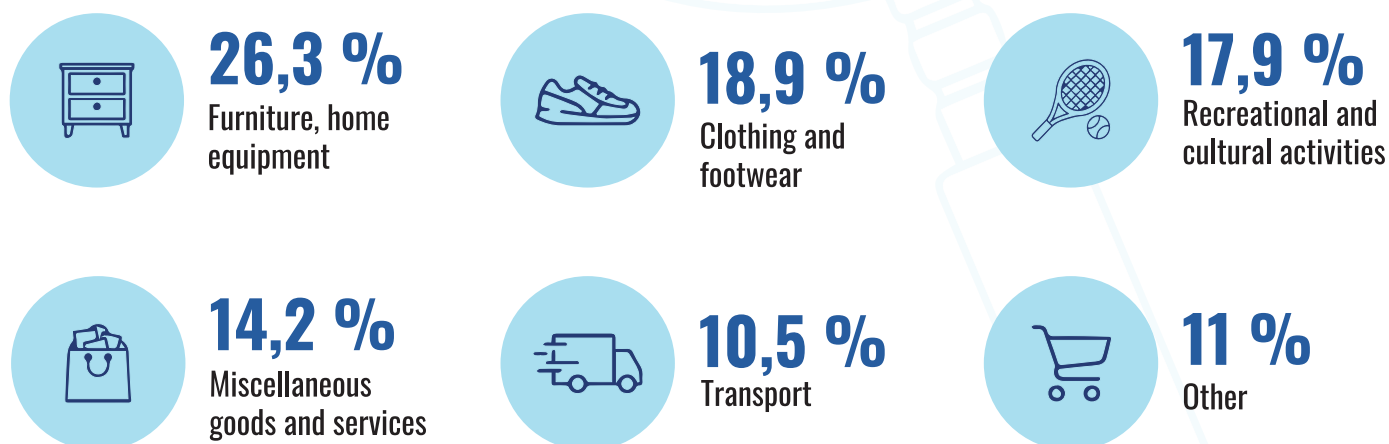
REVIEW OF COMPLAINTS BY SECTORS (Slovenian consumers)

The most frequent reasons for complaints by Slovenian consumers were due to air traffic (22.5%), non-delivery (18%) and non-compliance of goods or services with the contract (16%).



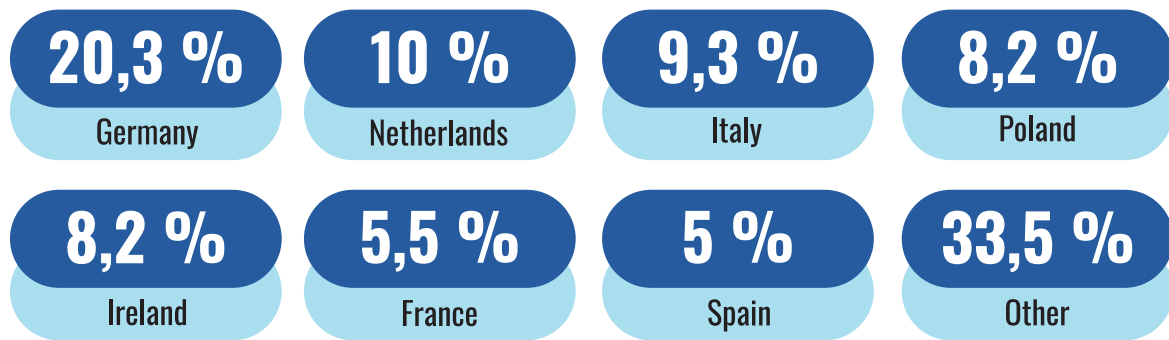
REVIEW OF COMPLAINTS BY SECTORS (foreign consumers)

The most frequent reasons for complaints by foreign consumers were problems with Slovenian providers in exercising the rights due to withdrawal from the contract (32%), non-compliance of goods or services with the contract (17.4%), and, thirdly, complaints due to non-delivery (16.3%).

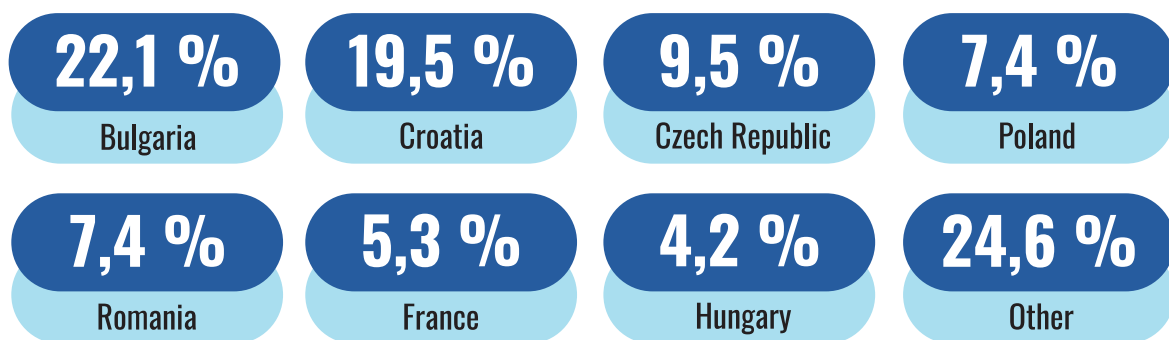


REVIEW OF COMPLAINTS BY COUNTRY

Slovenian consumers against foreign traders:



Foreign Consumers against Slovenian traders:



STATISTICS FOR THE ENTIRE ECC NETWORK IN 2024



ECC WITH THE HIGHEST NUMBER OF COMPLAINTS CONSIDERED



COMMUNICATION ACTIVITIES

MEDIA

In the past period, ECC Slovenia published four press releases to address the public on different occasions. In the light of the World Consumers Rights Day, ECC Slovenia invited the population to the Open House Day, and highlighted the importance of awareness-raising of consumer rights. Europe Day was an opportunity to underline the European Union's achievements within the consumer protection, and a chance to promote the event "EU Day: Use Your Vote!" Within preparing for the EU election, ECC Slovenia presented key insights and recommendations for the further strengthening of consumer rights in the next European Parliament mandate. On the occasion of Black Friday, ECC Slovenia invited the public to another event "Consumer rights after Black Friday: How To Return Unnecessary Purchases", the aim of which was to bring light to the option of returning the purchases, and the responsible consumer behaviour. This year, news were sent to 424 new subscribers. The ECC Slovenia participated in two radio and three television broadcasts, and recorded 48 publications in other media. Romana Javornik, Director of the ECC Slovenia, gave an interview for the Glas gospodarstva magazine published by the Chamber of Commerce and Industry of Slovenia.

INFORMATION BULLETIN

The ECC Slovenia wrote the wall planner and the 2023 Report for the public.

THE PRIZE COMPETITION

In 2024, the ECC Slovenia organised a prize competition on social networks, which attracted the participation of 88 consumers.



EVENTS

Engagement, Awareness, and Practical Support for Consumers

In 2024, ECC Slovenia organized numerous workshops and presentations across the country, aimed at raising awareness about consumer rights and promoting sustainable consumption.

World Consumer Rights Day

On the occasion of World Consumer Rights Day, the ECC Slovenia team was joined by colleagues from the Consumer Protection Division at the Citypark Ljubljana shopping centre. Together, they offered visitors personal advice and answered questions related to cross-border shopping and the enforcement of consumer rights.

Special attention was dedicated to sustainable consumption. For this purpose, a small household appliance repair technician was invited to provide:

- free diagnostics of broken appliances,
- tips and consultations on reuse,
- and where possible, on-the-spot repairs.

Before Black Friday

The second event took place at the ALEJA shopping centre in Ljubljana, on the day before so-called Black Friday. Visitors could:

- receive helpful advice on safe online shopping,
- spin the wheel of fortune,
- decorate a "wishing tree" with their consumer expectations,
- and receive practical giveaways.

Both events combined education, sustainability, and fun, with the goal of helping consumers learn about their rights and responsibilities in a friendly and engaging way—relevant for today's modern consumer environment.

ECC Slovenia also participated in several other events throughout the year:

- In May, on Europe Day, with information stands in Nova Gorica and at Mestni trg (Town Square) in Ljubljana.
- In June, at the closing ceremony of the European Parliament Ambassador School (EPAS) programme, held in front of the EU House in Ljubljana.
- In September, at the 23rd Festival for the Third Age at Cankarjev dom in Ljubljana, dedicated to the elderly population.

Youth Education Activities

As part of its youth education initiatives, ECC Slovenia also gave presentations to students from:

- Secondary School of Economics Ljubljana,
- Secondary School of Economics Novo mesto, and
- Vocational Education Centre Brežice.

ECC Slovenia also organized a workshop on online shopping for general public, which took place at the Ljubljana City Library.

JOINT ACTIVITIES IN THE ECC NETWORK



CAMPAIGN ON THE SAFER INTERNET DAY - 6 February

The ECC network has taken a closer look at the violation of the rules by social network influencers and warned that their followers, especially young people, needed to be protected.



EUROPE DAY – 9 MAY

On the occasion of Europe Day and the 20th anniversary of Slovenia's EU membership, the ECC Network highlighted the EU's achievements in promoting consumer rights: After December 2024, USB-C chargers became a standard part of equipment for mobile phones and tablets in the EU, reducing waste and costs for consumers; the New European regulations such as the Digital Services Act and the Digital Markets Act provide greater protection in online shopping, while digital giants will no longer be able to impose their software. The EU also promotes durable devices and makes it easier to repair defective products, thereby extending the lifespan of devices. Consumer credit regulations are also being expanded to protect consumers, and in the future, almost instant money transfers within the euro area will be enabled.



BLACK FRIDAY

After Black Friday, the ECC network highlighted the right to withdraw from the contract and return products within 14 days. This right applies to distance purchases, such as online, telephone and mail-order purchases, but not to all types of products. It is important that the consumer is aware of the return conditions, such as notification to the seller within 14 days, return of the goods in good condition, and any shipping costs, which are usually covered by the consumer.



EUROPEAN ELECTION

In a press release, the ECC Network highlighted efforts to improve consumer protection in the period 2024-2029, particularly due to changes in digital habits and the use of artificial intelligence. It stresses the need for accountability of online marketplaces, better online payment solutions, and greater transparency in influencer marketing. It also proposes strengthening consumer protection against risks associated with artificial intelligence and ensuring the possibility of human contact when artificial intelligence is used. The network also pointed to the need to improve passenger rights, especially in the event of airline insolvency and clearer regulations for air passengers.

SUCCESSFULLY RESOLVED CASES

1. Cancelled flight – intermediary offered only a voucher with extra charges

ECC Slovenia was contacted by a Slovenian consumer who, during the coronavirus pandemic, bought four plane tickets for a total of EUR 1,785.00 through Mytrip. The scheduled flight was cancelled and the broker offered her an open ticket (date-free) instead. The consumer wanted to use this open ticket in 2023, but the computer system on the broker's website rejected it several times, declaring it invalid. The consumer made several unsuccessful calls to the customer support service, and when she finally got through, the broker demanded an additional payment for the selected destination. The consumer decided to terminate the contract due to subsequently changed conditions and request a refund of the full fare of her plane tickets. The air carrier granted the consumer's request and refunded the full fare to the air ticket broker. However, the broker refused to transfer the refund to the consumer. Instead the broker offered her a voucher that could be used only with the same air carrier. The consumer found this unacceptable, but the broker stopped responding to her calls. Due to the unresponsiveness of the broker, she turned to ECC Slovenia for help, which forwarded the complaint to its colleagues at the ECC Finland. Upon the network's intervention, the broker granted the consumer's request. The transaction fee and credit card payment was deducted from the full fare amount and the consumer was reimbursed with EUR 1,690.00.

2. Lost luggage with the bus operator FlixBus

A consumer travelling FlixBus contacted the ECC Slovenia. After arriving at her destination, she realised that her suitcase was no longer on the bus. All that was left was another passenger's suitcase. The consumer contacted the coach operator based in Germany and the actual operator based in Croatia and reported the loss of the luggage to them. The suitcase was not found, therefore the consumer claimed compensation for the loss of the luggage. She received no response to her claim. The ECC Slovenia examined the circumstances of the case and forwarded the complaint to the ECC Germany, where the transport operator has its registered office. The transport operator responded and initially denied any fault for the loss of the suitcase, but then, in the spirit of good cooperation, agreed to pay compensation totalling EUR 250. What is interesting about this case is that the passenger whose suitcase was left on the bus never filed a claim for the return of the suitcase or a claim for compensation.

3. Complicated access to the game – refund for a digital purchase

A Slovenian consumer contacted ECC Slovenia after purchasing an Xbox console from an Estonian company. Based on the ad, he expected easy game access, but instead received complex download instructions. He attempted to cancel the contract, but the provider claimed to be only an intermediary, redirecting him to the seller. The consumer insisted he had not downloaded the game and wanted to withdraw due to the unclear process. Under EU law, consumers can withdraw from online contracts unless digital content has already been accessed. In this case, the game had not been downloaded, and the consumer was not clearly informed of the terms. ECC Estonia found that terms and conditions were only shown during registration, not at the time of purchase, and no clear consent was obtained. With cooperation from all parties, the consumer received a refund, and the intermediary improved access to terms at the point of sale.



MAJOR IMPROVEMENTS FOR CONSUMERS AT THE NATIONAL AND EU LEVEL



DIRECTIVE ON COMMON RULES TO PROMOTE THE REPAIR OF GOODS

Trough initiatives such as the European Green Deal, the EU has set itself the ambitious goal of becoming the first climate-neutral continent by 2050. It is also being forced to do so by the growing environmental awareness of consumers, who are demanding more options and rights regarding sustainable behaviour and consumption. The Directive on common rules to promote the repair of goods, adopted on 30 July 2024, is intended to make it easier for consumers to having their products repaired, including through more affordable/accessible servicing.



PRODUCT LIABILITY DIRECTIVE

The new provisions of the directive, adopted on 23 October 2024, will take much more into account the fact that many products today include digital functions and that the economy is becoming increasingly circular. The new rules benefit not only injured consumers, who will find it easier to seek compensation in court, but also manufacturers, as they encourage the introduction and use of new technologies and provide them with legal clarity and a level playing field.



AMENDED DIRECTIVE OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL ON STRENGTHENING THE ROLE OF CONSUMERS IN THE GREEN TRANSITION

For the proper functioning of the internal market and progress in the green transition, it is important that consumers make informed purchasing decisions. Merchants are responsible for providing clear, reliable and relevant information. The EU should adopt specific rules to prevent misleading commercial practices such as premature product obsolescence, misleading environmental claims (so-called 'greenwashing') and opaque sustainability labels. These rules will allow such practices to be addressed effectively, contributing to greater transparency and fairness in the market. Consumers will find it easier to choose truly sustainable products, which will stimulate competition and reduce negative environmental impact. Directive on strengthening the role of consumers in the green transition was adopted on 26 March 2024.

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