

EUROPEAN CONSUMER CENTRE SLOVENIA **IN 2025**



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FREE ADVICE AND CONSUMER ASSISTANCE

In 2025, 22% more consumers contacted the European Consumer Centre Slovenia (ECC Slovenia) for advice on consumer rights and assistance in resolving complaints than in the previous year:

1751

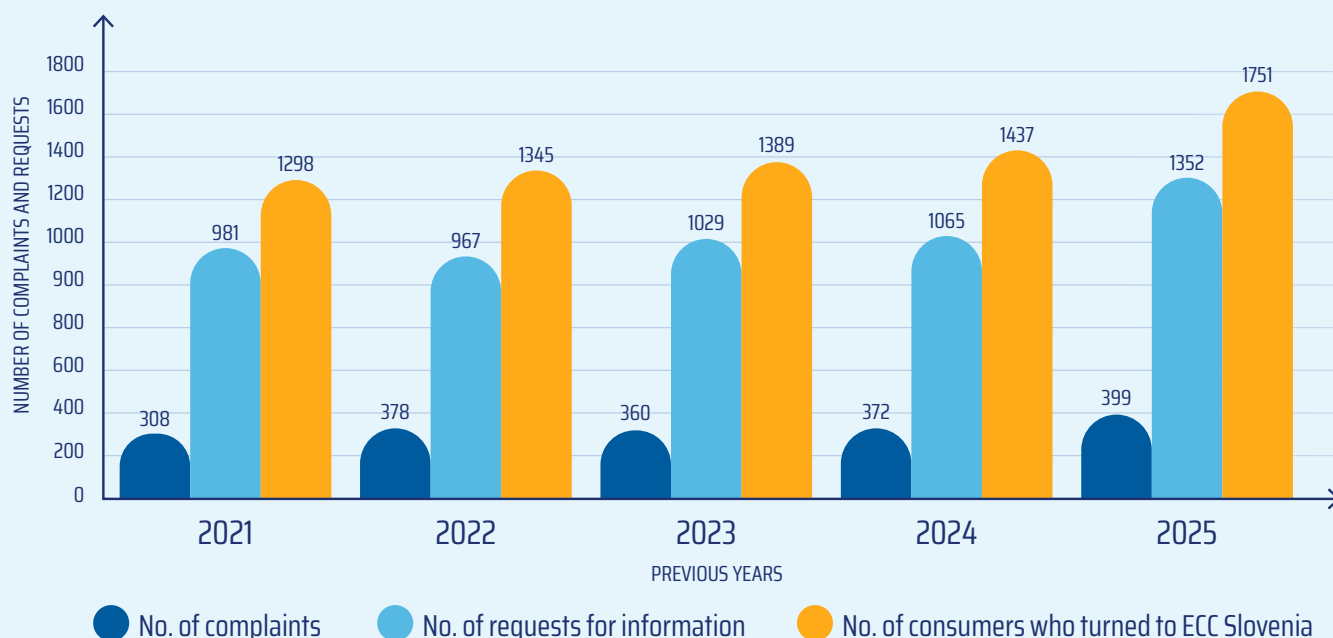
consumers contacted the European Consumer Centre Slovenia in

2025



NUMBER OF COMPLAINTS AND REQUESTS FOR INFORMATION IN PREVIOUS YEARS

Figure 1: Number of complaints and requests for information (2021–2025). Summary: Figure 1 shows the number of complaints and requests for information received between 2021 and 2025. The total number of consumers contacting the European Consumer Centre Slovenia increased from 981 in 2021 to 1,751 in 2025. Requests for information rose from 673 to 1,352, while the number of complaints increased from 308 to 399. The data indicate a long-term upward trend in the number of cases handled, with the highest volume recorded in 2025.



SUCCESS RATE IN RESOLVING COMPLAINTS

ECC Slovenia helped to resolve the complaints of 234 foreign consumers against Slovenian traders and 165 Slovenian consumers against foreign traders. There were:

70 %

successfully resolved complaints
from foreign consumers against
Slovenian traders.

50 %

successfully resolved complaints
from Slovenian consumers
against foreign traders.

COMPLAINTS RELATED TO METHOD OF PURCHASE

As many as **90%** of all complaints were related to online purchases, where:

84 %

of foreign consumers having
made online purchases from
Slovenian traders.

94 %

of Slovenian consumers having
made online purchases from
foreign traders.

ECC-NET COMPLAINT HANDLING POLICY

The European Consumer Centres Network (ECC-Net) can assist consumers who have been unable to resolve a complaint with a provider established in another member state, Iceland, Norway or, for the time being, the United Kingdom, either because the provider rejected the consumer's claim, proposed a solution that was unacceptable to the consumer, or failed to respond to the claim altogether.

If the complaint is found to be justified, ECC Slovenia 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 grant the consumer's request.

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

USER SATISFACTION WITH ECC SLOVENIA'S SERVICES

According to a survey conducted among consumers who contacted ECC Slovenia in 2025, **84% of consumers** were satisfied with the services provided.

84%

of consumers were satisfied with the
services provided.

REVIEW OF COMPLAINTS BY SECTOR (Slovenian consumers):

The most frequent **reasons for complaints submitted by Slovenian consumers** were issues related to air transport (22%), non-compliance of goods or services with the contract (22%), followed by problems encountered when exercising rights related to withdrawal from the contract (14.6%).

29,3 % Transport

7,3 % Miscellaneous goods and services

16 % Recreational and cultural activities

1,2 % Communications

12,8 % Clothing and footwear

14,6 % Other

11,6 % Furniture and home equipment

Table summary: Complaints by Sector (Slovenian Consumers)

Most complaints submitted by Slovenian consumers relate to transport (29.3%), followed by recreation and cultural activities (16.0%), other sectors (14.6%), clothing and footwear (12.8%), and furniture and household equipment (11.6%). Smaller shares of complaints concern mixed goods and services (7.3%) and communications (1.2%).

REVIEW OF COMPLAINTS BY SECTOR (foreign consumers):

The most common reasons for complaints by foreign consumers were problems with Slovenian providers in exercising rights related to withdrawal from the contract (43%), followed by non-compliance of goods or services with the contract (21.3%), and, thirdly, complaints due to non-delivery (11.9%).

36,5 % Clothing and footwear

12,3 % Miscellaneous goods and services

18 % Furniture and home equipment

11,5 % Transport

15,2 % Recreational and cultural activities

3,7 % Other

Table summary: Complaints by Sector (Foreign Consumers)

Most complaints submitted by foreign consumers relate to clothing and footwear (36.5%), followed by furniture and household equipment (18.0%), recreation and cultural activities (15.2%), mixed goods and services (12.3%), and transport (11.5%).

REVIEW OF COMPLAINTS BY COUNTRY Slovenian consumers against foreign traders:

23,8 %

Germany

11 %

the Netherlands

9,2 %

Italy

8,5 %

Spain

6,1 %

Ireland

4,3 %

France

3,7 %

Croatia

33,5 %

Other

REVIEW OF COMPLAINTS BY COUNTRY

Foreign Consumers against Slovenian traders:

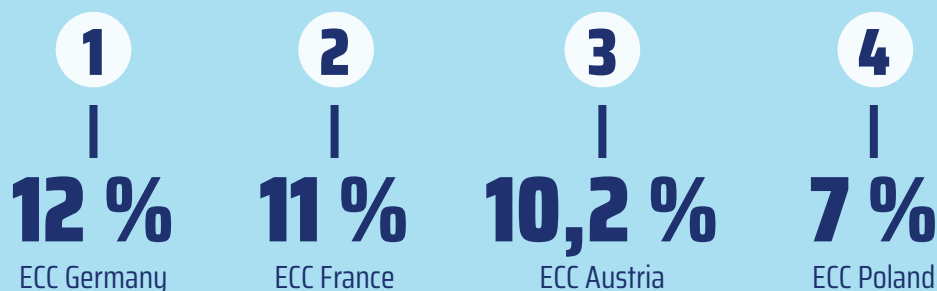


STATISTICS FOR THE ECC-NET IN 2025

i **132.653**
pieces of information
and advice were provided

! **32.241**
complaints
handled

The ECC that handled the highest number of complaints:



Most complaints and requests for information related to miscellaneous goods and services (21.2%), transport (16,6%) and clothing and footwear (11.4%).



COMMUNICATION ACTIVITIES

INFORMATION MATERIALS

In 2025, ECC Slovenia continued its efforts to raise consumers awareness of their rights. To support these efforts, it produced two versions of a **wall calendar**, one of which featured key messages from the ECC-Net and practical advice for consumers.

For the wider public, ECC Slovenia also prepared its 2024 **annual report** and translated and printed the **brochure Empowering Consumers in the Single Market**, published to mark the 20th anniversary of the ECC-Net.

ECC Slovenia also devoted particular attention to modern communication channels. It produced three original **animated video clips** featuring a character modelled on a well-known Slovenian comedian, who uses humour and a consumer-friendly approach to highlight the importance of understanding and exercising consumer rights. The videos are distributed through social media, screens on public buses and, where appropriate, in cinemas, enabling them to reach a broad audience of consumers across different age groups.

MEDIA

In 2025, ECC Slovenia issued three press releases on current consumer protection topics, reaching out to the wider public with information on issues affecting consumers.

On World Consumer Rights Day, ECC Slovenia published an in-depth article explaining the significance of the »Know Your Customer« (KYC) procedure. The article highlighted its role in preventing fraud while also drawing attention to the fact that companies often use the data collected for marketing purposes and consumer segmentation.

On Europe Day, ECC Slovenia highlighted the European Commission's proposal for a new regulation on air passenger rights. It also presented the position of the ECC-Net, which, drawing on more than 20 years of experience in advising consumers, expressed serious concerns about some of the proposed measures and their potential impact on the level of protection afforded to air passengers.

To mark the 20th anniversary of the ECC-Net, ECC Slovenia invited the public to an open day and an expert round-table discussion on the right to repair. The event focused on new consumer protection legislation aimed at promoting sustainable consumption, extending product lifespans and improving access to repair services.

In 2025, 475 subscribers regularly received ECC Slovenia's newsletter. The Head of ECC Slovenia appeared in one radio and two television programmes and was also invited to a video podcast hosted by a well-known radio journalist to discuss travel-related passenger rights.

The podcast attracted 541 listeners and viewers. Media monitoring recorded a further 39 mentions in other media outlets, confirming the centre's recognition as an important source of expertise in the field of consumer protection.



EVENTS

In 2025, ECC Slovenia marked the 20th anniversary of the ECC-Net by organising an open day and an expert round-table discussion on the right to repair in cooperation with the Ministry of the Economy, Tourism and Sport. The event took place at the European Faculty of Law of New University in Ljubljana, and brought together representatives of public institutions, experts and members of the public.

The event aimed to raise awareness of consumer rights and encourage discussion on current challenges related to sustainable consumption. Particular attention was paid to the new rules on the right to repair, extending product lifespans, reducing waste and strengthening the role of consumers in the transition to a more sustainable economy.



PRIZE COMPETITION

In 2025, ECC Slovenia organised two prize competitions on social media to raise awareness of its work and inform consumers about their rights. A total of 2,426 consumers participated in the two competitions.

The first was organised in cooperation with a social media influencer, who posted a short video about the work of ECC Slovenia on her Instagram profile and invited her followers to take part. This enabled ECC Slovenia to reach a younger target audience and further increase awareness of its services among social media users.

JOINT ACTIVITIES IN THE ECC-NET

CAMPAIGN ON SAFER INTERNET DAY – 6 FEBRUARY

On Safer Internet Day, the ECC-Net highlighted the importance of cybersecurity and provided practical advice on how to better protect online accounts against misuse and cyberattacks. Among its key recommendations was the use of two-factor authentication (2FA), one of the simplest and most effective ways of improving the security of user accounts.

The campaign also encouraged consumers to use strong passwords, regularly update their software and exercise greater caution when handling personal data online.

CONSUMER RIGHTS DAY – 15 MARCH

The ECC-Net dedicated this year's World Consumer Rights Day to the topic of »Know Your Customer«, a procedure used to verify customers' identities before online transactions are carried out. The procedure has long been used in the banking and financial sectors and is increasingly being adopted in e-commerce and telecommunications.

The procedure enables companies to verify the identities of their customers and helps prevent fraud, money laundering and other unlawful activities. The ECC-Net also drew attention to concerns regarding the protection of personal data, the transparency of data processing and the proportionality of the requirements imposed on consumers by companies.

EUROPE DAY – 9 MAY

On Europe Day, the ECC-Net presented the key achievements of its work and highlighted successful examples of resolving cross-border consumer disputes from the previous year. Through specific examples of complaints, it demonstrated how the various ECC help consumers exercise their rights when purchasing goods and services in other European countries. Consumers who had successfully resolved their problems with the help of the ECC-Net also shared their experiences.

WORLD TOURISM DAY – 27 SEPTEMBER

On World Tourism Day, the ECC-Net reminded consumers that their rights travel with them. It informed consumers about their key rights when booking package travel, using air transport, staying in accommodation and purchasing other tourism services, while also providing practical advice for a more enjoyable and worry-free travel experience. Particular attention was paid to the steps consumers can take in the event of cancellations, delays, lost luggage and other unexpected travel disruptions.



INCORRECT LOCATION MARKING OF ACCOMMODATION ON BOOKING.COM

ECC Slovenia was contacted by a consumer who had booked and paid for accommodation in Paris through the Booking.com platform. Shortly after making the reservation, she discovered that the accommodation's location had been incorrectly marked on the map, with the actual property situated approximately three kilometres from the location shown.

Although the accommodation address was correctly stated, the consumer had chosen the accommodation specifically because of the location shown on the map. She therefore immediately lodged a complaint with the provider, cancelled the booking and requested a refund. When she received no response, she turned to Booking.com for assistance.

The platform initially offered to credit a certain amount to her online wallet, worth less than one third of the amount she had paid. As she had not used the accommodation and believed that she had been misled, she rejected the offer and sought assistance from ECC Slovenia. After examining the case, ECC Slovenia concluded that the complaint was justified and therefore referred the case to its colleagues in the Netherlands, who were responsible for liaising with Booking.com. After evidence of the incorrect map location had been submitted, Booking.com acknowledged the error and refunded the consumer the full cost of the reservation.

This case highlights the importance of accurate information in online bookings and demonstrates that consumers can successfully exercise their rights even in cross-border disputes.

**SUCCESSFULLY
RESOLVED
CASES**

THEFT DURING DELIVERY AND UNRESPONSIVE SELLER

A consumer ordered and paid for a mobile phone from Amazon EU. However, upon delivery, he discovered that the package contained only a charger and user instructions, while the mobile phone itself was missing.

The consumer immediately notified both the trader and the delivery company of the incident. The delivery company confirmed that the contents had been stolen during transport from Amazon's warehouse.

At Amazon's request, the consumer obtained and submitted a police report. However, Amazon claimed that the report was insufficient without explaining what information was allegedly missing. While attempting to obtain further clarification, the consumer's account was closed by Amazon due to an alleged breach of its terms of use, preventing any further communication.

The consumer therefore found himself stuck: the delivery company could only investigate the case with the trader's authorisation, but because his account had been closed, the consumer was unable to contact the trader. This left him trapped in an administrative deadlock where neither party was willing or able to act without the cooperation of the other. The consumer therefore turned to ECC Slovenia for assistance. After reviewing the documentation, ECC Slovenia referred the case to ECC Luxembourg, where Amazon EU is located.

Thanks to effective cooperation within the ECC-Net, the case was successfully resolved. ECC Luxembourg intervened with the company and secured a full refund for the consumer.

This case demonstrates how the ECC-Net can assist consumers even in complex cross-border disputes where communication with the trader is no longer possible.

REFUND FOLLOWING AN UNSUCCESSFUL REPAIR

A Slovenian consumer purchased a wood chipper from a German trader, but the machine stopped working again shortly after it had been repaired. As the initial repair failed to remedy the defect, the consumer withdrew from the contract and requested a refund. The trader nevertheless repaired the product again, but the consumer refused to accept it, insisting instead on a refund.

After reviewing the case, ECC Slovenia concluded that, under consumer protection legislation, the consumer was entitled to withdraw from the contract and obtain a refund. Working together with the German ECC, ECC Slovenia intervened with the trader, who refunded the consumer the full purchase price after two interventions.

This case demonstrates that consumers can effectively exercise their rights when repairs fail to resolve a defect, and that the ECC-Net can provide valuable support in pursuing their claims.



MAJOR DEVELOPMENTS FOR CONSUMERS AT THE EUROPEAN LEVEL



RIGHT TO REPAIR: MORE CHOICE FOR CONSUMERS, LESS WASTE

The year 2025 saw the implementation of new European rules on the right to repair, aimed at extending product lifespans and reducing waste. The new rules encourage manufacturers to offer repairs even after the expiry of the legal guarantee period and improve access to spare parts, repair services and repair information.

This will make it easier and more affordable for consumers to repair defective products instead of replacing them, thereby contributing to more sustainable consumption and a more efficient use of resources.

longer be allowed to use generic claims such as »green«, »environmentally friendly« or »sustainable« without appropriate evidence. Traders will also be required to provide clearer information on the sustainability, repairability and expected lifespan of products.



PROGRESS IN THE REFORM OF AIR PASSENGER RIGHTS

After several years of discussions, significant progress was made in 2025 in reforming the European rules on air passenger rights. The aim of the reform is to provide clearer rules on compensation, passenger assistance in the event of flight delays and cancellations, and the obligations of air carriers in the event of travel disruptions.

The ECC-Net welcomes efforts to modernise the legislation, while emphasising that the reform must not reduce the existing level of consumer protection. Drawing on more than 20 years of experience in handling air passenger complaints, the ECC-Net continues to advocate effective, transparent and consumer-friendly rules on air passenger rights.



PUTTING AN END TO MISLEADING ENVIRONMENTAL CLAIMS

In 2025, the European Union continued its preparations for the implementation of new rules aimed at preventing so-called greenwashing. The Directive on Empowering Consumers for the Green Transition introduces stricter requirements for environmental claims and ensures greater transparency of product information.

Consumers will find it easier to identify genuinely sustainable products in the future, as companies will no



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