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THE CONSUMER PROGRAMME 2014-2020

Real value for money



Health and
Consumers



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WHAT WOULD YOU BUY FOR 5 EURO CENTS?

The Consumer Programme 2014-2020
COSTS 5 EURO CENTS PER PERSON
ANNUALLY

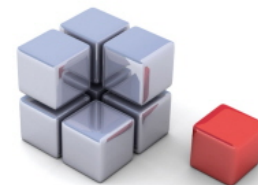


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...YOUR SAFETY

The programme funds cooperation between the countries of the EU resulting in safer products in our market. The RAPEX alert system allows for countries to quickly exchange information about products that pose a risk.

http://ec.europa.eu/consumers/safety/rapex/index_en.htm



RAPEX



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...FINDING SOLUTIONS FOR YOU

The Consumer Programme co-finances the European Consumer Centres, a network of offices in every EU country offering you advice on your consumer rights in the internal market and assistance, should you have problems with a trader abroad.

http://ec.europa.eu/consumers/ecc/index_en.htm





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...SUPPORTING CONSUMER ORGANISATIONS

The consumer organisations in your country receive support for their capacity building and the EU-level consumer organisations are co-funded by the programme.

http://ec.europa.eu/consumers/consumer_empowerment/national_consumer_organisations/index_en.htm





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...EASIER ACCESS FOR YOU TO DISPUTE RESOLUTION MECHANISMS

Consumers need easy, fast and inexpensive access to redress mechanisms in case of problems without having to go to Court. The Consumer Programme funds an EU-wide online platform for disputes that arise from online transactions, in all official languages.

http://ec.europa.eu/consumers/redress/adr-odr/index_en.htm





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...INFORMATION

Knowing your rights is the first step in ensuring that you are not taken for a ride. The Consumer Programme funds education and information initiatives. The Consumer Classroom, launched in 2013, offers hundreds of teaching materials from across the EU. The consumer programme also funds consumer awareness-raising campaigns in EU countries.

http://ec.europa.eu/consumers/consumer_empowerment/index_en.htm

[http://ec.europa.eu/consumers/consumer_empowerment/
consumer_education/index_en.htm](http://ec.europa.eu/consumers/consumer_empowerment/consumer_education/index_en.htm)

<http://www.consumerclassroom.eu/>

Consumer Classroom



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...ENFORCING YOUR RIGHTS

Every year the enforcement authorities across Europe coordinate enforcement actions targeting online services (so called “Sweeps”). 6 “Sweeps” have been carried out in the past years resulting in hundreds of websites being brought in line with EU consumer legislation. The programme funds training of enforcers to carry out on-line checks.

http://ec.europa.eu/consumers/enforcement/sweeps/index_en.htm



AirlineSweep



MobilePhoneContentSweep



ElectronicGoodsSweep



OnlineTicketSalesSweep



ConsumerCreditSweep



DigitalContentsSweep