

# Do you know the European Consumer Centre?

[www.ecc.fi](http://www.ecc.fi)  
(<http://www.ecc.fi/en/>)

## Facts and advice

**Marketing and advertising**  
(</en/facts-and-advice/marketing-and-advertising/>)

**Buying and selling** (</en/facts-and-advice/buying-and-selling/>)

**Payment, bills, debt collection**  
(</en/facts-and-advice/payment-bills-debt-collection/>)

**Defects and delays** (</en/facts-and-advice/defects-and-delays/>)

**Travelling and travel agencies**  
(</en/facts-and-advice/travelling-and-travel-agencies/>)

**Competition affairs** (</en/facts-and-advice/competition-affairs/>)

### Advisory services

### Our publications

- › [Online consumer services](http://www.kkv.fi/en/about-us/online-consumer-services/)  
(<http://www.kkv.fi/en/about-us/online-consumer-services/>)
- › [Financial and debt advice](http://www.kkv.fi/en/facts-and-advice/payment-bills-debt-collection/financial-and-debt-advisers/)  
(<http://www.kkv.fi/en/facts-and-advice/payment-bills-debt-collection/financial-and-debt-advisers/>)
- › [Complaint forms](http://www.kkv.fi/en/facts-and-advice/defects-and-delays/templates/)  
(<http://www.kkv.fi/en/facts-and-advice/defects-and-delays/templates/>)
- › [Instructions for registered travel agents](http://www.kkv.fi/en/facts-and-advice/travelling-and-travel-agencies/instructions-for-travel-agents/)  
(<http://www.kkv.fi/en/facts-and-advice/travelling-and-travel-agencies/instructions-for-travel-agents/>)

- › [Report restrictive trade practices and fight the grey economy](http://www.kkv.fi/en/facts-and-advice/competition-affairs/tip-us-off/)  
(<http://www.kkv.fi/en/facts-and-advice/competition-affairs/tip-us-off/>)
- › [Report a cartel](http://www.kkv.fi/en/facts-and-advice/competition-affairs/leave-cartel/)  
(<http://www.kkv.fi/en/facts-and-advice/competition-affairs/leave-cartel/>)
- › [Instructions for making a request for action related to competition](http://www.kkv.fi/en/facts-and-advice/competition-affairs/competition-restraints/making-a-complaint/)  
(<http://www.kkv.fi/en/facts-and-advice/competition-affairs/competition-restraints/making-a-complaint/>)

- › [Newsletters](http://www.kkv.fi/en/current-issues/newsletters/)  
(<http://www.kkv.fi/en/current-issues/newsletters/>)
- › [Consumer Ombudsman's Guidelines](http://www.kkv.fi/en/publications/consumer-ombudsmans-guidelines/)  
(<http://www.kkv.fi/en/publications/consumer-ombudsmans-guidelines/>)
- › [Other publications](http://www.kkv.fi/en/publications/)  
(<http://www.kkv.fi/en/publications/>)
- › [Consumer education](http://www.kkv.fi/en/education/)  
(<http://www.kkv.fi/en/education/>)
- › [Videos](https://www.youtube.com/user/KKVkanava)  
(<https://www.youtube.com/user/KKVkanava>)

## Current issues (</en/current-issues/>)

</en/rss/press-releases/>  
**Press releases** (</en/current-issues/press-releases/>)

**21.8.2015**  
[FCCA approves business transaction between Finnair Plc and Nordic Regional Airlines AB](/en/current-issues/press-releases/2015/21.8.2015-fcca-approves-business-transaction-between-finnair-plc-and-nordic-regional-airlines-ab/) (</en/current-issues/press-releases/2015/21.8.2015-fcca-approves-business-transaction-between-finnair-plc-and-nordic-regional-airlines-ab/>)

**3.8.2015**  
[Supervision by the authorities and consumer protection do not cover the online stores of far-off countries](/en/current-issues/press-releases/2015/3.8.2015-supervision-by-the-authorities-and-consumer-protection-do-not-cover-the-online-stores-of-far-off-countries/) (</en/current-issues/press-releases/2015/3.8.2015-supervision-by-the-authorities-and-consumer-protection-do-not-cover-the-online-stores-of-far-off-countries/>)

**17.7.2015**  
[The Court of Justice of the European Union has clarified the position of standard-essential patent holders from the perspective of competition law](/en/current-issues/press-releases/2015/17.7.2015-the-court-of-justice-of-the-european-union-has-clarified-the-position-of-standard-essential-patent-holders-from-the-perspective-of-competition-law/)  
(</en/current-issues/press-releases/2015/17.7.2015-the-court-of-justice-of-the-european-union-has-clarified-the-position-of-standard-essential-patent-holders-from-the-perspective-of-competition-law/>)

**16.7.2015**  
[Survey on the obstacles facing digital business taken by almost 50](#)

**Other news** (</en/current-issues/news/>)

**7.9.2015**  
[Tip of the week: Compensation can be claimed from vendors even after the warranty period has expired](/en/current-issues/news/2015/tip-of-the-week-compensation-can-be-claimed-from-vendors-even-after-the-warranty-period-has-expired/) (</en/current-issues/news/2015/tip-of-the-week-compensation-can-be-claimed-from-vendors-even-after-the-warranty-period-has-expired/>)

**31.8.2015**  
[Tip of the week: Fixed-term gym agreement is binding](/en/current-issues/news/2015/31.8.2015-tip-of-the-week-Fixed-term-gym-agreement-is-binding/) (</en/current-issues/news/2015/31.8.2015-tip-of-the-week-Fixed-term-gym-agreement-is-binding/>)

**25.8.2015**  
[European Consumer Centre's newsletter 3/2015 issued today](http://www.ecc.fi/en/current-issues/press-releases/2015/ecc-finlands-newsletter-32015-test-your-travel-knowledge/)  
(<http://www.ecc.fi/en/current-issues/press-releases/2015/ecc-finlands-newsletter-32015-test-your-travel-knowledge/>)

**24.8.2015**  
[Tip of the week: Compensation for a error in a product or service paid with a mobile phone may also be claimed from the phone operator](/en/current-issues/news/2015/24.8.2015-tip-of-the-week-compensation-for-a-error-in-a-product-or-service-paid-with-a-mobile-phone-may-also-be-claimed-from-the-phone-operator/)  
(</en/current-issues/news/2015/24.8.2015-tip-of-the-week-compensation-for-a-error-in-a-product-or-service-paid-with-a-mobile-phone-may-also-be-claimed-from-the-phone-operator/>)

[respondents \(/en/current-issues/press-releases/2015/16.7.2015-survey-on-the-obstacles-facing-digital-business-taken-by-almost-50-respondents/\)](#)

13.7.2015

[Car rental companies improve their practices in the EU – consumers will benefit \(/en/current-issues/press-releases/2015/13.7.2015-car-rental-companies-improve-their-practices-in-the-eu-consumers-will-benefit/\)](#)

› [More \(/en/current-issues/press-releases/\)](#)

## The most visited pages

1. [About us \(/en/about-us/\)](#)
2. [Contact details for consumer advice \(/en/about-us/online-consumer-services/contact-details-for-consumer-advice/\)](#)
3. [Competition affairs \(/en/facts-and-advice/competition-affairs/\)](#)
4. [Press releases \(/en/current-issues/press-releases/\)](#)
5. [Contact information \(/en/contact-information/\)](#)
6. [Buying and selling \(/en/facts-and-advice/buying-and-selling/\)](#)
7. [Decisions and publications \(/en/decisions-and-publications/\)](#)
8. [The consumer ombudsman \(/en/about-us/the-consumer-ombudsman/\)](#)
9. [Marketing and advertising \(/en/facts-and-advice/marketing-and-advertising/\)](#)
10. [Payment, bills and debt collection \(/en/facts-and-advice/payment-bills-debt-collection/\)](#)

[operator/\)](#)

17.8.2015

[Tip of the week: If you are unable to pay a bill or debt, negotiate a payment arrangement \(/en/current-issues/news/2015/tip-of-the-week-if-you-are-unable-to-pay-a-bill-or-debt-negotiate-a-payment-arrangement/\)](#)

› [More \(/en/current-issues/news/\)](#)

## The most popular keywords

[Annulment of a purchase](#)[Broadband](#)[Car Complaint](#)[Consumer advice](#)[Debit note](#)[Debt collection](#)[Defect](#)[Defective product](#)[Delay](#)[Flaw](#)[Housing stock](#)[Housing transaction](#)[Invoice](#)[Lease agreement](#)[Liability for defects](#)[Online shop](#)[Payment](#)[Renovation](#)[Repair](#)[Right to return](#)[Scam](#)[Telephone](#)[Telesales](#)[warranty](#)

## Our latest tweets

Tänään vieraanamme kohdennetun markkinoinnin toimialayhteisö ja edunvalvontaorganisaatio [@asiakkuus](#).

9/8/2015 2:15 PM [@kkv\\_uutiset](#)

Viikon vinkki: Myyjältä voi vaatia hyvitystä [#takuu](#)'ajan jälkeenkin [#kuluttaja](#) [ow.ly/RRXbV](#) (<http://t.co/3rZVB9UoA7>)

9/7/2015 11:08 AM [@kkv\\_uutiset](#)

[FCCA in Twitter](#) ([https://twitter.com/kkv\\_uutiset](https://twitter.com/kkv_uutiset))