



The European Online Marketplace: Consumer Complaints

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Introduction

- **The European Consumer Centre Network**
- **E-commerce**
 - *The European Online Marketplace: Consumer Complaints 2005*



Main findings

- **Non-delivery**
- **Defective products**
- **Cooling-off**



Problem areas

- **Fraud**
- **Enforcement**



Enhancing consumer confidence

- **Education**
- **Legislation**
- **Enforcement**



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