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PRESS RELEASE

Buying a car in another EU Member State: a good deal? Your European Consumer Centre (ECC) can help you answering the right questions.

Looking for the real gem, competitive/attractive prices or just a wider choice, many EU consumers decide to go car bargain hunting in another EU Member State. What at first sight seems a simple transaction may quickly turn into an obstacle course: which documents are needed? Where to pay VAT? Is the car covered by a guarantee? Do I need insurance or transit plates for the way back? Is the foreign vehicle inspection recognized in my country? What to do in case of a complaint against the foreign seller or difficulties with the registration procedure? To provide you with complete and transparent information, 29 ECCs under the lead of ECC France realised an extensive study in 2015, analyzing obstacles consumers may encounter when buying a car cross-border. Practical advice guides through the process from buying a car in another EU Member State or Norway to the registration in the consumer's residence country.

Preventive information and practical advice before, during and after the purchase

To make the best deal, every step of the car purchase process needs specific advice and vigilance from the buyer. The ECC-Net joint project offers a one-stop-shop for the main information and concrete examples to avoid bad surprises. It also provides stakeholders with real case examples of obstacles still encountered in the EU internal market but also shows good practices observed in the EU Member states.

- **Pre-purchase:** How to know if the seller is legitimate? Does the car really exist? How to secure the payment? ...
- **During purchase:** VAT needs to be paid on site or back home? Does the seller need to provide for technical inspection? If yes will it be recognized in my home country? Which documents should I ask the seller for? How to ensure the quality of the car? What to look out for in the sales contract? Do I need specific plates or insurance to drive home? ...
- **After purchase:** Can I cancel the contract? Which formalities to respect for registration? Whom to contact in case of a complaint against the seller or the registering administration? ...

To answer all these and more questions and to facilitate the cross-border car purchase the ECC-Net provides

- **Fact sheets for both country of purchase and country of registration** regrouping in one place the main information consumers need
- General practical recommendations for consumers
- A video giving one example of a cross-border car purchase
- An extensive report about cross-border car purchase and registration in the EU and Norway, and its summary

All these documents can be accessed free of charge and online at www.europe-consommateurs.eu/en/consumer-topics/on-the-road/buying-a-car/cross-border-car-purchase-and-registration/

Please feel free to contact us for any further information or interview request.

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