



European  
Commission

# YOUR MONEY MATTERS

## Settle claims quickly with the European Small Claims Procedure

36% of Europeans buy online from another EU country, others buy from abroad when travelling. We now have more choice than ever, but things don't always go smoothly. If you've had problems with goods or services bought abroad and want to claim damages, the European Small Claims Procedure could be for you.



### What's it for?

**CLAIMS FOR DAMAGES RELATED TO PURCHASES  
MADE IN ANOTHER EU COUNTRY**

**Goods or services**



**CLAIMS FOR...**

**Money or other forms of compensation**



**WORTH...**

**€ 5 000** or less



### A quicker, easier and cheaper route to getting damages



Written procedure



Multilingual forms



No legal representation required



Court-fees only obligatory fee



Built-in deadlines for timely settlements



Judgment enforceable in 26 EU countries (all but Denmark)



Free help with forms available from your local European Consumer Centre, for example



## 5 steps to settlement

### 1. COLLECT EVIDENCE

Work out the basis of your claim and collect evidence to support it.

### 2. FILL IN CLAIM FORM

Get the form from your court or online.

Your local legal or consumer advice centre can help you fill it in if required.

### 3. SEND FORM TO THE COURT

Include supporting documents such as:

**Orders / Receipts / Photos**

### 4. COURT ASSESSES CLAIM

Checks if claim is:

**In the scope of the procedure / Well-founded**



### 5. JUDGEMENT

The defendant is informed of the claim within 14 days of it being received by the court and has 30 days to respond. 30 days after receiving the defendant's response or the claimant's reply to this response, the court has to judge or request more information. In some rarer cases the court may decide to convene an oral hearing. The hearing may be conducted by videoconference, if possible.



**ONCE THE JUDGEMENT HAS BEEN MADE IT IS ENFORCED ACCORDING TO THE LAW OF THE EU COUNTRY IT HAS TO BE ENFORCED IN.**

**Got a claim to settle? Get started.**

- [User guide on the European Small Claims Procedure](#)
- [The EU's e-Justice Portal](#)
- [List of European Consumer Centres](#)

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