

EU Consumer & Market-Surveillance Authorities Directory

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EU compliance for merchants

Who enforces consumer and product rules in each of the 27 EU states

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When you sell into another EU country, the authority that can question your practices is usually a national consumer-protection or market-surveillance body. This directory lists the lead authority for each of the 27 member states, together with the language each market generally expects for consumer information. Names and remits change over time, so treat this as a starting point and confirm the current authority before acting.

Country	Authority	Language(s)
Austria	VKI / market-surveillance bodies	German
Belgium	FPS Economy (Economic Inspectorate)	Dutch, French, German
Bulgaria	CPC (КЗП)	Bulgarian
Croatia	State Inspectorate	Croatian
Cyprus	Consumer Protection Service	Greek (English used)
Czech Republic	Czech Trade Inspection (ČOI)	Czech
Denmark	Consumer Ombudsman / Sikkerhedsstyrelsen	Danish
Estonia	TTJA	Estonian
Finland	KKV / Tukes	Finnish, Swedish
France	DGCCRF	French
Germany	Länder market-surveillance authorities	German
Greece	Gen. Secretariat for Consumer Affairs	Greek
Hungary	government-office consumer protection	Hungarian
Ireland	CCPC	English
Italy	AGCM	Italian
Latvia	PTAC	Latvian
Lithuania	VVTAT	Lithuanian

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Luxembourg	ministry / ULC	French, German
Malta	MCCAA	Maltese, English
Netherlands	ACM / NVWA	Dutch
Poland	UOKiK	Polish
Portugal	DGC / ASAE	Portuguese
Romania	ANPC	Romanian
Slovakia	SOI	Slovak
Slovenia	Market Inspectorate	Slovenian
Spain	regional consumer authorities	Spanish (+ co-official)
Sweden	Konsumentverket	Swedish

This directory is a reference aid, not legal advice. Authority names, structures and remits change; always confirm the current competent authority for a given market before you rely on it.