

99118006000000

Consumer advice centre Saxony, take advantage of advice

Heruntergeladen am 05.07.2025

<https://fimportal.de/xzufi-services/6000481-99118006000000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99118006000000
Leistungsbezeichnung I	Consumer advice centre Saxony, take advantage of advice
Leistungsbezeichnung II	Consumer advice centre Saxony, take advantage of advice
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	

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Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> • Gesetz über außergerichtliche Rechtsdienstleistungen (Rechtsdienstleistungsgesetz, RDG)
Teaser	<p>The consumer centres are the first point of contact for customers with many questions regarding the purchase of products, craftsmen's services, financial services, nutrition or travel. Verbraucherzentrale Sachsen e.V. advises and informs you independently of providers.</p>
Volltext	<p>The consumer centres are the first point of contact for customers with many questions regarding the purchase of products, craftsmen's services, financial services, nutrition or travel. Verbraucherzentrale Sachsen e.V. advises and informs you independently of providers.</p> <p>Counselling topics</p> <ul style="list-style-type: none"> • Energy, building and housing • Finances and loans • Health and care • Food and nutrition • Legal advice • Debt and insolvency • Telecommunications and media • Insurance <p>With its power to issue warnings and take legal action, the Consumer Advice Centre can take legal action against infringements of the law (competition law, general terms and conditions) and protect and enforce consumer interests in this way.</p> <p>Attention! The Saxony Consumer Advice Centre only advises private end consumers. Self-employed persons and tradespeople are excluded from counselling in relation to their professional activities. The Consumer</p>

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	Advice Centre does not represent individual consumers in court. Nor can it investigate suspects in cases of suspected fraud.
Erforderliche Unterlagen	if necessary, supporting documents and evidence of the facts
Voraussetzungen	The services offered by the Consumer Advice Centre are aimed at all consumers who are looking for information, advice or support in matters of private consumption.
Kosten	<ul style="list-style-type: none"> • Legal advice: EUR 30,00 to EUR 50,00 (according to time unit or contract) • Finances and insurances: EUR 30,00 to EUR 130.00 (according to time unit or contract) • Counselling on food and nutrition: free of charge • Insolvency and debt counselling: free of charge • Energy counselling on new construction, refurbishment, subsidies, energy saving and on-site energy counselling on heating costs and electricity consumption: free of charge <p>A detailed list of costs can be found on the website of Verbraucherzentrale Sachsen e.V. in the list of fees.</p>
Verfahrensablauf	<p>You can contact the Saxony Consumer Advice Centre in person, by telephone, by post, by video chat or by email. Please note the respective counselling fees.</p> <p>Counselling</p> <ul style="list-style-type: none"> • You can visit the 13 advice centres of the Consumer Advice Centre in person or use the mobile advice service (advice buses with a tour schedule). • You can obtain information about the addresses, opening hours and services of the advice centres by telephone from Monday to Friday from 9.00 am to 4.00 pm and can arrange appointments for advice. • Online appointments can be booked via the Consumer Advice Centre website (see -> Further information) . • Appointments for telephone counselling are also available by telephone from Monday to Friday between 9:00 and 16:00. • A form is available for e-mail counselling on the

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	<p>consumer advice centre website. The postcode must be entered so that the enquiry can be forwarded to the relevant advice centre.</p> <p>Tip: You can find up-to-date information on the advice services on the website of the consumer advice centre.</p> <p>Events</p> <p>The Saxony Consumer Advice Centre offers free and paid lectures and exhibitions on a wide range of topics. Find out about current events on the website of the consumer advice centre.</p>
Bearbeitungsdauer	
Frist	none
weiterführende Informationen	
Hinweise	In the consumer centres' online shop, you can order books, e-books and software on many key topics by phone or online.
Rechtsbehelf	not applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	