



Verbraucher
stärken
im Quartier

verbraucherzentrale

Baden-Württemberg

Open consultation hours:

Tuesdays from 3 - 6 pm

Thursdays from 10 am - 12 noon

Mittelstraße 18

68169 Mannheim

Tel. 0621 17 29 35 - 31 or - 32

mannheim.quartier@vz-bw.de

Gefördert durch:



Bundesministerium
des Innern, für Bau
und Heimat

aufgrund eines Beschlusses
des Deutschen Bundestages

Gefördert durch:



Bundesministerium
der Justiz und
für Verbraucherschutz

aufgrund eines Beschlusses
des Deutschen Bundestages



We have the answers to your questions



What insurance policies do I need? What do I have to do to make a claim?



How can I return broken goods?
How do I terminate a contract?
Contracts at the front door?



Questions about account management, credit cards, letters of demand?



Phone bill too high?
Problems with online shopping?



How long can yoghurt be kept for?
Where does which product come from?



Questions about changing provider?
How can I save energy?
Questions about Invoices?