

20150922\_ARN (Belgium)

NOTIFIED - (Date of notification: 2015-09-22)

## 1. CONTACT DETAILS

### Address

aaa  
11213 aaa  
Belgium

### Contact information

Email address: azeerty@azerty.com  
Website: <http://www.toto.com>  
Phone: 132465  
Fax:

### Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services

- Child care
- Pet services
- Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

**B. The entity is competent for disputes initiated by**

Traders against consumers **(B2C)**

**C. The entity is competent for disputes against traders established in**

- Belgium

**3. PROCEDURE**

**A. Fees**

No fees have to be paid by the consumer

No fees have to be paid by the trader

**B. Language(s)**

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English
- French

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **12 day(s)**

**D. Conduct of the procedure**

The procedure is done: **orally**

The entity **does not require** the physical presence of the parties and/or of their representative

**E. Outcome of the procedure**

The procedure is **non binding**.

**F. Grounds for refusal**

- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold

**4. HISTORY**

- 20150922\_ARN (Version 1 - Current one)

Creation date: **2015-09-22 11:57:26** Modification date: **2015-09-22 11:57:34**  
 Notification date : **2015-09-22 11:57:34** Publication date: -

## Address

Rue du Boucher 56  
1150 Liège  
Belgium

## Contact information

Email address: odr.simpleuser06@gmail.com  
Website: <http://www.selenium.be>  
Phone: 464654645  
Fax: 1110245420

## Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other

### B. The entity is competent for disputes initiated by

Both (**C2B** and **B2C**)

### C. The entity is competent for disputes against traders established in

- Belgium
- France

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

#### Fees details:

Païement per working hour, min one hour

### B. Language(s)

The entity is handling the procedure in the following languages:

- Dutch
- English
- French

The entity accepts submissions in the following languages:

- Dutch
- English
- French

### C. Average length of the procedure (in days or months)

The procedure has an average length of **8 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity **requires** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

4. HISTORY

- ACC - ADR Selenium (Version 3 - Current one)  
Creation date: 2022-10-11 11:26:31 Modification date: 2022-10-11 11:26:44  
Notification date : 2022-10-11 11:26:44 Publication date: 2022-10-11 11:51:02
- ACC - ADR Selenium (Version 2)  
Creation date: 2022-10-11 10:07:24 Modification date: 2022-10-11 11:26:31  
Notification date : 2022-10-11 10:08:30 Publication date: 2022-10-11 10:18:43
- ACC - ADR Selenium (Version 1)  
Creation date: 2016-05-18 15:37:18 Modification date: 2022-10-11 10:07:24  
Notification date : 2016-05-18 15:37:31 Publication date: 2016-05-18 15:49:28

ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Belgium)

NOTIFIED - (Date of notification: 2017-05-16)

1. CONTACT DETAILS

Address

N/A  
1234 1234  
Iceland

Contact information

Email address: odr.adr.apps@gmail.com  
Website: http://N/A  
Phone: 11223344  
Fax: 33445566

Additional information

This ADR entity was first notified by **Belgium**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
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  - Alcoholic beverages
  - Tobacco
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  - Small domestic household appliances (including coffee machines and food- processing appliances)
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  - Leisure goods (sports equipment, musical instruments, etc)
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  - Second-hand cars
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  - Fuels and lubricants for vehicles and other means of personal transport
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  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
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  - Non-life Insurance - Transport
  - Non-life Insurance - Travel

- Non-life Insurance - Health, accident and other
- Insurance - Life
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  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
  - Itä-Suomen laani
  - Länsi-Suomen laani
  - Oulun laani
  - Lapin laani
  - Ahvenanmaa
- France
  - 01 Ain
  - 02 Aisne
  - 03 Allier
  - 04 Alpes-de-Haute-Provence
  - 05 Hautes-Alpes
  - 06 Alpes-Maritimes
  - 07 Ardeche
  - 08 Ardennes
  - 09 Ariège
  - 10 Aube
  - 11 Aude
  - 12 Aveyron
  - 13 Bouches-du-Rhône
  - 14 Calvados
  - 15 Cantal
  - 16 Charente
  - 17 Charente-Maritime
  - 18 Cher
  - 19 Corrèze
  - 2A Corse-du-Sud
  - 2B Haute-Corse
  - 21 Côte-d'Or
  - 22 Côtes-d'Armor
  - 23 Creuse
  - 24 Dordogne
  - 25 Doubs
  - 26 Drome
  - 27 Eure
  - 28 Eure-et-Loir
  - 29 Finistère
  - 30 Gard
  - 31 Haute-Garonne
  - 32 Gers
  - 33 Gironde
  - 34 Hérault
  - 35 Ille-et-Vilaine
  - 36 Indre

- 37 Indre-et-Loire
- 38 Isere
- 39 Jura
- 40 Landes
- 41 Loir-et-Cher
- 42 Loire
- 43 Haute-Loire
- 44 Loire-Atlantique
- 45 Loiret
- 46 Lot
- 47 Lot-et-Garonne
- 48 Lozere
- 49 Maine-et-Loire
- 50 Manche
- 51 Marne
- 52 Haute-Marne
- 53 Mayenne
- 54 Meurthe-et-Moselle
- 55 Meuse
- 56 Morbihan
- 57 Moselle
- 58 Nièvre
- 59 Nord
- 60 Oise
- 61 Orne
- 62 Pas-de-Calais
- 63 Puy-de-Dome
- 64 Pyrenees-Atlantiques
- 65 Hautes-Pyrenees
- 66 Pyrenees-Orientales
- 67 Bas-Rhin
- 68 Haut-Rhin
- 69 Rhone
- 70 Haute-Saone
- 71 Saone-et-Loire
- 72 Sarthe
- 73 Savoie
- 74 Haute-Savoie
- 75 Paris
- 76 Seine-Maritime
- 77 Seine-et-Marne
- 78 Yvelines
- 79 Deux-Sevres
- 80 Somme
- 81 Tarn
- 82 Tarn-et-Garonne
- 83 Var
- 84 Vaucluse
- 85 Vendee
- 86 Vienne
- 87 Haute-Vienne
- 88 Vosges
- 89 Yonne
- 90 Territoire de Belfort
- 91 Essonne
- 92 Hauts-de-Seine
- 93 Seine-Saint-Denis
- 94 Val-de-Marne
- 95 Val-d'Oise
- 971 Guadeloupe
- 972 Martinique
- 973 Guyane
- 974 Reunion
- Germany
  - BADEN-WÜRTTEMBERG
  - BAYERN
  - BERLIN
  - BRANDENBURG
  - BREMEN
  - HAMBURG
  - HESSEN
  - MECKLENBURG-VORPOMMERN
  - NIEDERSACHSEN
  - NORDRHEIN-WESTFALEN
  - RHEINLAND-PFALZ
  - SAARLAND
  - SACHSEN
  - SACHSEN-ANHALT
  - SCHLESWIG-HOLSTEIN
  - THÜRINGEN
- Greece
- Hungary
- Iceland
- Ireland
  - Carlow
  - Cavan
  - Clare
  - Cork
  - Donegal
  - Dublin
  - Galway
  - Kerry
  - Kildare
  - Kilkenny
  - Laois
  - Leitrim
  - Limerick
  - Longford
  - Louth
  - Mayo
  - Meath
  - Monaghan
  - Offaly
  - Roscommon
  - Sligo
  - Tipperary
  - Waterford
  - Westmeath
  - Wexford
  - Wicklow
- Italy
- Latvia
- Liechtenstein
- Lithuania

- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
  - Alandroal
  - Fafe
  - Faro
  - Felgueiras
  - Ferreira do Alentejo
  - Ferreira do Zézere
  - Figueira da Foz
  - Figueira de Castelo Rodrigo
  - Figueiro dos Vinhos
  - Fornos de Algodres
  - Freixo de Espada a Cinta
  - Albergaria-a-Velha
  - Fronteira
  - Funchal
  - Fundão
  - Gavião
  - Gois
  - Golegã
  - Gondomar
  - Gouveia
  - Grandola
  - Guarda
  - Albufeira
  - Guimarães
  - Horta
  - Idanha-a-Nova
  - Ilhavo
  - Lagoa (Acores)
  - Lagoa (Algarve)
  - Lagos
  - Lajes das Flores
  - Lajes do Pico
  - Lamego
  - Alcacêr do Sal
  - Leiria
  - Lisboa
  - Loulé
  - Loures
  - Lourinhã
  - Lousã
  - Lousada
  - Mação
  - Macedo de Cavaleiros
  - Machico
  - Alcanena
  - Madalena
  - Mafra
  - Maia
  - Mangualde
  - Manteigas
  - Marco de Canaveses
  - Marinha Grande
  - Marvão
  - Matosinhos
  - Mealhada
  - Alcobaca
  - Meda
  - Melgaco
  - Mertola
  - Mesão Frio
  - Mira
  - Miranda do Corvo
  - Miranda do Douro
  - Mirandela
  - Mogadouro
  - Moimenta da Beira
  - Alcochete
  - Moita
  - Monção
  - Monchique
  - Moncorvo
  - Mondim de Basto
  - Monforte
  - Montalegre
  - Montemor-o-Novo
  - Montemor-o-Velho
  - Montijo
  - Alcoutim
  - Mora
  - Mortagua
  - Moura
  - Mourão
  - Murça
  - Murtosa
  - Nazare
  - Nelas
  - Nisa
  - Nordeste
  - Alenquer
  - Obidos
  - Odemira
  - Odivelas
  - Oeiras
  - Oleiros
  - Olhão
  - Oliveira de Azemeis
  - Oliveira de Frades
  - Oliveira do Bairro
  - Oliveira do Hospital
  - Alfandega da Fe
  - Ourem
  - Ourique
  - Ovar
  - Pacos de Ferreira
  - Palmela
  - Pampilhosa da Serra
  - Paredes
  - Paredes de Coura

- Pedrógão Grande
- Penacova
- Alijo
- Penafiel
- Penalva do Castelo
- Penamacor
- Penedono
- Penela
- Peniche
- Peso da Regua
- Pinhel
- Pombal
- Ponta Delgada
- Aljezur
- Ponta do Sol
- Ponte da Barca
- Ponte de Lima
- Ponte de Sor
- Portalegre
- Portel
- Portimão
- Porto
- Porto de Mos
- Porto Moniz
- Aljustrel
- Porto Santo
- Povoia de Lanhoso
- Povoia de Varzim
- Povoação
- Praia da Vitoria
- Proença-a-Nova
- Redondo
- Reguengos de Monsaraz
- Resende
- Ribeira Brava
- Almada
- Ribeira de Pena
- Ribeira Grande
- Rio Maior
- Sabrosa
- Sabugal
- Salvaterra de Magos
- Santa Comba Dão
- Santa Cruz
- Santa Cruz da Graciosa
- Santa Cruz das Flores
- Almeida
- Santa Maria da Feira
- Santa Marta de Penaguião
- Santana
- Santarem
- Santiago do Cacem
- Santo Tirso
- São Brás de Alportel
- São João da Madeira
- São João da Pesqueira
- São Pedro do Sul
- Almeirim
- São Roque do Pico
- São Vicente
- Sardoal
- Sátão
- Seia
- Seixal
- Sernancelhe
- Serpa
- Sertão
- Sesimbra
- Almodovar
- Setubal
- Sever do Vouga
- Silves
- Sines
- Sintra
- Sobral de Monte Agraco
- Soure
- Sousel
- Tabua
- Tabuaco
- Alpiarca
- Tarouca
- Tavira
- Terras de Bouro
- Tomar
- Tondela
- Torres Novas
- Torres Vedras
- Trancoso
- Trofa
- Vagos
- Alter do Chão
- Vale de Cambra
- Valenca
- Valongo
- Valpacos
- Velas
- Vendas Novas
- Viana do Alentejo
- Viana do Castelo
- Vidigueira
- Vieira do Minho
- Alvaizere
- Vila de Rei
- Vila do Bispo
- Vila do Conde
- Vila do Porto
- Vila Flor
- Vila Franca de Xira
- Vila Franca do Campo
- Vila Nova da Barquinha
- Vila Nova de Cerveira
- Vila Nova de Famalicão
- Alvito
- Vila Nova de Foz Coa



- Vila Nova de Gaia
- Vila Nova de Paiva
- Vila Nova de Poiares
- Vila Pouca de Aguiar
- Vila Real
- Vila Real de Santo Antonio
- Vila Velha de Ródão
- Vila Verde
- Vila Vicoso
- Amadora
- Vimioso
- Vinhais
- Viseu
- Vizela
- Vouzela
- Amarante
- Amares
- Anadia
- Angra do Heroismo
- Ansião
- Arcos de Valdevez
- Arganil
- Armamar
- Arouca
- Arraiolos
- Arronches
- Arruda dos Vinhos
- Aveiro
- Avis
- Azambuja
- Baião
- Barcelos
- Barrancos
- Barreiro
- Batalha
- Beja
- Belmonte
- Benavente
- Bombarral
- Borba
- Boticas
- Braga
- Braganca
- Cabeceiras de Basto
- Cadaval
- Caldas da Rainha
- Calheta (Acores)
- Calheta (Madeira)
- Camara de Lobos
- Caminha
- Campo Maior
- Cantanhede
- Carrazeda de Ansiães
- Abrantes
- Carregal do Sal
- Cartaxo
- Cascais
- Castanheira de Pera
- Castelo Branco
- Castelo de Paiva
- Castelo de Vide
- Castro Daire
- Castro Marim
- Castro Verde
- Agueda
- Celorico da Beira
- Celorico de Basto
- Chamusca
- Chaves
- Cinfães
- Coimbra
- Condeixa-a-Nova
- Constancia
- Coruche
- Corvo
- Aguiar da Beira
- Covilhã
- Crato
- Cuba
- Elvas
- Entroncamento
- Espinho
- Esposende
- Estarreja
- Estremoz
- Evora
- Romania
  - Nord-Vest
  - Centru
  - Nord-Est
  - Sud-Est
  - Sud - Muntenia
  - Bucureşti - Ilfov
  - Sud-Vest Oltenia
  - Vest
- Slovakia
- Slovenia
- Spain
  - Andalucia
  - Aragon
  - Asturias
  - Baleares
  - Canarias
  - Cantabria
  - Castilla La Mancha
  - Castilla Leon
  - Cataluña
  - Ceuta
  - C. Valenciana
  - Extremadura
  - Galicia
  - La Rioja
  - Madrid
  - Melilla

- Murcia
- Navarra
- Pais Vasco
- Sweden

### 3. PROCEDURE

#### A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Fixed fee

<b>Fees details:</b> 80\$
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#### B. Language(s)

The entity is handling the procedure in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

The entity accepts submissions in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **60 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

#### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### 4. HISTORY

- ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 4 - Current one)

Creation date: 2017-08-14 10:29:27 Modification date: 2017-08-14 10:29:27  
Notification date : - Publication date: -

● **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 3)**

Creation date: **2017-05-16 15:05:35** Modification date: **2017-08-14 10:29:27**  
Notification date : **2017-05-16 15:05:44** Publication date: **2017-05-16 15:59:13**

● **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 2)**

Creation date: **2017-02-15 15:15:33** Modification date: **2017-05-16 15:05:35**  
Notification date : **2017-02-15 15:15:43** Publication date: **2017-04-05 17:23:14**

● **ACCEPTANCE - IS ADR (Version 1)**

Creation date: **2017-02-15 11:57:19** Modification date: **2017-02-15 15:15:33**  
Notification date : **2017-05-16 15:48:09** Publication date: **2017-02-15 14:15:41**

**Accessibility ADR (Belgium)**

NOTIFIED - (Date of notification: 2017-02-15)

**1. CONTACT DETAILS**

**Address**

Highstreet  
1000 Bruxelles  
Belgium

**Contact information**

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: <http://accessibility.be>  
Phone: 00322241233211  
Fax: 00322241233211

**Additional information**

This ADR entity was first notified by **Belgium**

**2. TYPE AND SECTOR OF DISPUTES**

**A. The entity is competent for disputes in the following sectors**

- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other

**B. The entity is competent for disputes initiated by**

Consumers against traders (**C2B**)

**C. The entity is competent for disputes against traders established in**

- Austria

- Belgium
- Bulgaria
- France
- Germany
- Hungary
- Luxembourg

### 3. PROCEDURE

#### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

**Fees details:**

The consumer has to pay a fix fee of 10 euro. The trader has to pay a variable fee. It can be an amount between 2% and 20% of the requested reimbursement, but not more than 500 euro.

#### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- German
- Hungarian

The entity accepts submissions in the following languages:

- English
- French
- German
- Hungarian

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **120 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

#### E. Outcome of the procedure

The procedure is binding on **consumers and traders**

#### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### 4. HISTORY

- Accessibility ADR (Version 1 - Current one)

Creation date: 2017-02-15 10:49:49 Modification date: 2017-02-15 10:52:07  
Notification date : 2017-02-15 16:01:59 Publication date: 2017-02-15 15:59:12

### ACC - Jack ADR 001 (Belgium)

NOTIFIED - (Date of notification: 2017-01-10)

#### 1. CONTACT DETAILS

##### Address

Rue de Genève  
1250 Bruxelles  
Belgium

##### Contact information

Email address: Jacques.FLORKIN@ext.ec.europa.eu  
Website: http://www.adrBel.be  
Phone: 1234567  
Fax: 9876543

##### Additional information

This ADR entity was first notified by **Belgium**

#### 2. TYPE AND SECTOR OF DISPUTES

##### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium
- Croatia
- France

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- Bulgarian
- Danish
- English

The entity accepts submissions in the following languages:

- Estonian
- Finnish
- French
- German

### C. Average length of the procedure (in days or months)

The procedure has an average length of **8 day(s)**

### D. Conduct of the procedure

The procedure is done: **orally**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The dispute is frivolous or vexatious
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- ACC - Jack ADR 001 (Version 1 - Current one)

Creation date: 2016-08-04 13:09:07 Modification date: 2016-08-04 13:10:05  
Notification date : 2017-01-10 13:57:01 Publication date: 2016-08-04 13:17:02

1. CONTACT DETAILS

Address

KLJMSDF  
1000 BRUSSELLE  
Belgium

Contact information

Email address: ec-odr@ec.europa.eu  
Website: http://WWW.fkljkl.com  
Phone: 564456  
Fax: 4544456456

Additional information

This ADR entity was first notified by **Belgium**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco

B. The entity is competent for disputes initiated by

Both (**C2B** and **B2C**)

C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Cyprus
- Estonia
- France
- Germany
- Italy
- Latvia
- Lithuania
- Poland

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Fixed fee

**Fees details:**  
the fees

B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

C. Average length of the procedure (in days or months)

The procedure has an average length of **59 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity **does not require** the physical presence of the parties and/or of their representative

E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

4. HISTORY

- ADR BELGIO ACCELERA (Version 2 - Current one)

Creation date: 2016-05-13 15:53:46 Modification date: 2016-05-13 15:54:19  
Notification date : 2016-05-13 15:54:19 Publication date: -

- ADR BELGIO ACCE (Version 1)

Creation date: 2016-04-18 16:43:24 Modification date: 2016-05-13 15:53:46  
Notification date : 2016-04-18 16:54:39 Publication date: 2016-04-19 09:57:07

## ADR entity caroline 1 V2 (Belgium)

NOTIFIED - (Date of notification: 2015-12-01)

### 1. CONTACT DETAILS

#### Address

Peter benoitlaan 8  
3010 leuven  
Belgium

#### Contact information

Email address: caroline.fabre@ext.ec.europa.eu  
Website: <http://www.moose.com>  
Phone: 4554654646  
Fax: 44554546546

#### Additional information

This ADR entity was first notified by **Belgium**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other

- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

**B. The entity is competent for disputes initiated by**

Both (C2B and B2C)

**C. The entity is competent for disputes against traders established in**

- Belgium

**3. PROCEDURE**

**A. Fees**

Fees **have to** be paid by the consumer

Fixed fee

No fees have to be paid by the trader

**Fees details:**

White-box Vulnerability Assessment Information

To conduct a white-box testing, it is necessary to provide the application's source code package with all the required dependencies e.g. third party class libraries, APIs, interfaces or external components (including all the matching EARs/WARs/JARs for Java/JEE applications).

There are two options to provide the source code: using the FTPStore or any other repository:

Option 1 (preferred): Using FTPStore

Please find the procedure at the following

location: <https://myintracomm-collab.ec.europa.eu/projects/TESTCENTRE/tc/vulnerability/How%20to/Source%20code%20delivery%20procedure%20for%20WBVT%20using%20FTPStore>

Option 2: Use other repository

**\* Source code repository**

(e.g. SVN server, FTP server)

FTP

server

**\* Credentials to access to the repository**

If required, please grant access the testers (*elmanom*, *ndiyam*, *szilaev*, *cortsam*) to the source code repository.

**IDEs and build software**

E.g. Eclipse, Visual Studio, Maven, Ant...

**\* Server-side technologies**

E.g. Java, JSP, ColdFusion, ASP.NET, PHP...

COLDFUSION 10

**Please specify the exact versions.**

**\* Client-side technologies**

E.g. JavaScript, HTML, CSS, ActiveX...

JavaScript, JSON,  
CSS, HTML5

**Please specify the exact versions.**

**Third party technologies: API & SDK**

E.g. Alfresco, SharePoint, Drupal...

N/A

**Please specify the exact versions.**

**\* Credentials storage**

E.g. **Database server information:** DB hostname/ port, SID, username, password, DB schemas...

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**Note:** Even if black-box test is not requested, please provide the access to the database including at least the names of tables storing the user credentials and procedures/functions.

**IMPORTANT NOTE:** To avoid ending up with incomparable results, the source code provided for white-box testing should be in line with the deployed web application supplied for black-box testing **both in terms of version and content**. Furthermore, additional standalone applications, private utilities test source code (e.g. */test/\**, */env/\**) and any source code not used in PROD should be removed or excluded from the projects by DGs before delivering the source code package.

**B. Language(s)**

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English



### C. Average length of the procedure (in days or months)

The procedure has an average length of **45 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **requires** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

## 4. HISTORY

- ADR entity caroline 1 V2 (Version 2 - Current one)

Creation date: **2015-12-01 15:44:12** Modification date: **2015-12-01 15:44:34**  
Notification date : **2015-12-01 15:44:34** Publication date: **2015-12-01 16:00:57**

- ADR entity caroline 1 (Version 1)

Creation date: **2015-11-30 10:58:58** Modification date: **2015-12-01 15:44:12**  
Notification date : **2015-11-30 10:59:08** Publication date: -

## ADR entity test- Centre de conciliation belge V6 (Belgium)

NOTIFIED - (Date of notification: 2015-12-01)

### 1. CONTACT DETAILS

#### Address

Street name  
5454545 gggggg  
Belgium

#### Contact information

Email address: caroline.fabre@ext.ec.europa.eu  
Website: <http://www.google.com>  
Phone: 5454545454  
Fax: 7878787878

#### Additional information

This ADR entity was first notified by **Belgium**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services

- Financial Services - Payment account and payment services
- Financial Services - Credit (excluding mortgage/home loans)
- Financial Services - Mortgages / Home loans
- Financial Services - Savings
- Financial Services - Other
- Investments, pensions and securities
- Non-life Insurance - Home and property
- Non-life Insurance - Transport
- Non-life Insurance - Travel
- Non-life Insurance - Health, accident and other
- Insurance - Life
- Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

**B. The entity is competent for disputes initiated by**

Consumers against traders **(C2B)**

**C. The entity is competent for disputes against traders established in**

- Belgium

**3. PROCEDURE**

**A. Fees**

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Fixed fee

**Fees details:**

# 1 Introduction

## 1.1 Purposes

This document describes:

- The business use case model, based on the specifications found in the Directive 2014/40/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 3 April 2014.
  - The objective of this use case model is to delimit the scope of the system;
  - The use case model.
- The system uses cases derived from the business use case model and their first outline.
  - It includes the description of the different actors, the brief description of the use cases;
  - A first outline, including the basic, alternative and exceptional flows

This document therefore preceed the uses cases description.

## 1.2 Derivation documents

This use case is based on the following documents:

Document name	Sharepoint link
Directive 2014/40/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 3 April 2014	<a href="http://ec.europa.eu/health/tobacco/docs/dir_201440_en.pdf">http://ec.europa.eu/health/tobacco/docs/dir_201440_en.pdf</a>

## B. Language(s)

The entity is handling the procedure in the following languages:

- Danish
- English
- Estonian
- Spanish

The entity accepts submissions in the following languages:

- English

## C. Average length of the procedure (in days or months)

The procedure has an average length of **45 day(s)**

## D. Conduct of the procedure

The procedure is done: **in writing**

The entity requires the physical presence of the parties and/or their representative in some cases

## E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers** or non-binding

## F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

## 4. HISTORY

- ADR entity test- Centre de conciliation belge V7 (Version 7 - Current one)

Creation date: **2015-12-01 15:06:31** Modification date: **2015-12-01 15:06:52**  
Notification date : **2015-12-01 15:06:52** Publication date: -

- ADR entity test- Centre de conciliation belge V6 (Version 6)

Creation date: **2015-12-01 12:08:52** Modification date: **2015-12-01 15:06:31**  
Notification date : **2015-12-01 12:10:14** Publication date: **2015-12-01 12:50:37**

- ADR entity test- Centre de conciliation belge V5 (Version 5)

Creation date: **2015-12-01 09:08:31** Modification date: **2015-12-01 12:08:52**  
Notification date : **2015-12-01 09:11:01** Publication date: -

- ADR entity test- Centre de conciliation belge V4 (Version 4)

Creation date: **2015-11-30 14:58:29** Modification date: **2015-12-01 09:08:31**  
Notification date : **2015-11-30 15:05:30** Publication date: -

- ADR entity test- Centre de conciliation belge V3 (Version 3)

Creation date: **2015-11-30 13:36:09** Modification date: **2015-11-30 14:58:29**  
Notification date : **2015-11-30 13:36:29** Publication date: -

- ADR entity test- Centre de conciliation belge NEW (Version 2)

Creation date: **2015-11-30 11:17:42** Modification date: **2015-11-30 13:36:09**  
Notification date : **2015-11-30 11:19:08** Publication date: -

- ADR entity test- Centre de conciliation belge (Version 1)

Creation date: **2015-11-27 15:00:15** Modification date: **2015-11-30 11:17:42**  
Notification date : **2015-12-01 15:08:14** Publication date: -

## Casa de prosti (Belgium)

NOTIFIED - (Date of notification: 2016-05-20)

## 1. CONTACT DETAILS

### Address

1qqa  
1211 qq  
Belgium

### Contact information

Email address: carmen.TODORUT@ext.ec.europa.eu  
Website: http://123.qqa.be  
Phone: 123456778  
Fax: 123456778

### Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco

- Clothing (including tailor-made goods) and footwear
- House maintenance and improvement goods
- Furnishings
- Large domestic household appliances (including vacuum cleaners and microwaves)
- Small domestic household appliances (including coffee machines and food- processing appliances)
- Electronic goods (non-ICT/recreational)
- Information and communication technology (ICT) goods
- Leisure goods (sports equipment, musical instruments, etc)
- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium
- Germany

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- Danish

The entity accepts submissions in the following languages:

- English

### C. Average length of the procedure (in days or months)

The procedure has an average length of **3 month(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

## 4. HISTORY

### • Casa de prosti (Version 3 - Current one)

Creation date: **2016-09-05 10:44:27** Modification date: **2017-05-16 15:06:37**  
Notification date : **2017-05-16 15:06:37** Publication date: -

### • Casa de prosti (Version 2)

Creation date: **2016-05-20 16:19:17** Modification date: **2016-09-05 10:44:27**  
Notification date : **2016-05-20 16:20:29** Publication date: -

### • Casa de prosti (Version 1)

Creation date: **2016-05-20 16:00:18** Modification date: **2016-05-20 16:19:17**  
Notification date : **2016-05-20 16:01:37** Publication date: **2016-05-25 11:32:19**

## DEV - Jack ADR 002 (Belgium)

NOTIFIED - (Date of notification: 2016-01-14)

## 1. CONTACT DETAILS

### Address

Rue de la Porte noire  
1200 Bruxelles  
Belgium

### Contact information

Email address: test.adr002@gmail.com

Additional information

This ADR entity was first notified by **Belgium**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

B. The entity is competent for disputes initiated by

Both (C2B and B2C)

C. The entity is competent for disputes against traders established in

- Belgium
- Croatia
- Germany

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

**Fees details:**  
montant = 1500

B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- German
- Spanish

The entity accepts submissions in the following languages:

- English
- French
- German
- Spanish

C. Average length of the procedure (in days or months)

The procedure has an average length of **8 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

## F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

## 4. HISTORY

- DEV - Jack ADR 002 (Version 1 - Current one)

Creation date: 2016-01-14 12:14:08 Modification date: 2016-01-14 12:14:18  
Notification date : 2016-01-14 12:14:18 Publication date: 2016-01-14 12:23:07

## DEV - Jack ADR BEL 001 (Belgium)

NOTIFIED - (Date of notification: 2016-01-14)

## 1. CONTACT DETAILS

### Address

Rue de la gourde  
1150 Bruxelles  
Belgium

### Contact information

Email address: Jack.adr001@gmail.com  
Website: http://www.rrr.be  
Phone: 123456  
Fax: 545454

### Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

### B. The entity is competent for disputes initiated by

Both (C2B and B2C)

### C. The entity is competent for disputes against traders established in

- Belgium
- Croatia
- Germany

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- German
- Spanish

The entity accepts submissions in the following languages:

- English
- French
- Spanish

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **4 day(s)**

**D. Conduct of the procedure**

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

**E. Outcome of the procedure**

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

**F. Grounds for refusal**

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold

**4. HISTORY**

- DEV - Jack ADR BEL 001 (Version 1 - Current one)

Creation date: **2016-01-14 11:46:01** Modification date: **2016-01-14 11:46:16**  
Notification date : **2016-01-14 11:46:16** Publication date: **2016-01-19 15:51:06**

**German ADR (Belgium)**

NOTIFIED - (Date of notification: 2017-04-05)

**1. CONTACT DETAILS**

**Address**

Enschuldigung  
1200 Munich  
Germany

**Contact information**

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: <http://www.germanadr.de>  
Phone: 00492334567889  
Fax: 00492334567889

**Additional information**

This ADR entity was first notified by **Belgium**

**2. TYPE AND SECTOR OF DISPUTES**

**A. The entity is competent for disputes in the following sectors**

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other

- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

## B. The entity is competent for disputes initiated by

Consumers against traders **(C2B)**

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- France
- Germany
- Hungary

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

### C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- German ADR (Version 3 - Current one)

Creation date: **2016-11-23 13:41:05** Modification date: **2017-04-05 15:03:11**  
Notification date : **2017-04-05 15:03:11** Publication date: **2017-04-05 17:23:29**

- German ADR (Version 2)

Creation date: **2016-05-25 14:57:04** Modification date: **2016-11-23 13:41:05**  
Notification date : **2016-05-25 14:57:34** Publication date: **2016-08-04 14:00:41**

- German ADR (Version 1)

Creation date: **2016-05-25 14:00:19** Modification date: **2016-05-25 14:57:04**  
Notification date : **2016-08-30 14:10:41** Publication date: **2016-05-25 15:01:51**

## Jack ADR 07/01 001 (Belgium)

NOTIFIED - (Last notification date: 2016-01-07)

## 1. CONTACT DETAILS

### Address

Rue de l'Opale  
1200 Bruxelles  
Belgium

### Contact information

Email address: new.adr@newadr.be  
Website: http://www.opale.be  
Phone: 12345687  
Fax: 6584574

### Additional information

This ADR entity was first notified by **Belgium**



2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

B. The entity is competent for disputes initiated by

Both (C2B and B2C)

C. The entity is competent for disputes against traders established in

- Belgium
- Croatia

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

Fees details:  
Test de FEES

B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French

The entity accepts submissions in the following languages:

- English
- Portuguese
- Spanish

C. Average length of the procedure (in days or months)

The procedure has an average length of **3 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

4. HISTORY

- Jack ADR 07/01 001 (Version 1 - Current one)

## Jack ADR Bel for Germany - All (Belgium)

NOTIFIED - (Date of notification: 2016-03-04)

### 1. CONTACT DETAILS

#### Address

Rue de tout  
1000 Bruxelles  
Belgium

#### Contact information

Email address: bel.germany@all.be  
Website: http://www.jjj.be  
Phone: 85694  
Fax:

#### Additional information

This ADR entity was first notified by **Belgium**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other

#### B. The entity is competent for disputes initiated by

Both (**C2B** and **B2C**)

#### C. The entity is competent for disputes against traders established in

- Belgium
- Germany

### 3. PROCEDURE

#### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

#### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- Estonian
- Lithuanian

The entity accepts submissions in the following languages:

- English
- Estonian
- Swedish

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **8 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

The procedure is **non binding**.

#### F. Grounds for refusal

- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold

### 4. HISTORY

- Jack ADR Bel for Germany - All (Version 1 - Current one)

Creation date: **2016-03-04 15:45:36** Modification date: **2016-03-04 15:47:48**  
Notification date : **2016-03-04 15:47:48** Publication date: **2016-03-07 08:44:49**

## Jack ADR Bel for Germany - Berlin (Belgium)

NOTIFIED - (Date of notification: 2016-03-04)

### 1. CONTACT DETAILS

#### Address

Rue de berlin  
1000 Bruxelles  
Belgium

#### Contact information

Email address: [bel.germany@berlin.be](mailto:bel.germany@berlin.be)  
Website: <http://www.aaa.be>  
Phone: 6464646  
Fax:

#### Additional information

This ADR entity was first notified by **Belgium**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other

#### B. The entity is competent for disputes initiated by

Both (**C2B** and **B2C**)

#### C. The entity is competent for disputes against traders established in

- Belgium
- Germany
  - BERLIN

### 3. PROCEDURE

#### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

## B. Language(s)

The entity is handling the procedure in the following languages:

- English
- German
- Greek

The entity accepts submissions in the following languages:

- English
- German
- Swedish

## C. Average length of the procedure (in days or months)

The procedure has an average length of **1 day(s)**

## D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

## E. Outcome of the procedure

The procedure is **non binding**.

## F. Grounds for refusal

- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

## 4. HISTORY

- Jack ADR Bel for Germany - Berlin (Version 1 - Current one)

Creation date: **2016-03-04 15:40:58** Modification date: **2016-03-04 15:47:48**  
Notification date : **2016-03-04 15:47:48** Publication date: **2016-03-07 08:44:49**

## Jack ADR Bel for Germany - Hambourg (Belgium)

NOTIFIED - (Date of notification: 2016-03-04)

### 1. CONTACT DETAILS

#### Address

Rue de Hambourg  
1000 Bruxelles  
Belgium

#### Contact information

Email address: [bal.germany@hambourg.be](mailto:bal.germany@hambourg.be)  
Website: <http://www.bbb.be>  
Phone: 46464  
Fax:

#### Additional information

This ADR entity was first notified by **Belgium**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles

- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium
- Germany
- HAMBURG

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- German
- Maltese

The entity accepts submissions in the following languages:

- Dutch
- English
- Greek

### C. Average length of the procedure (in days or months)

The procedure has an average length of **5 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold

## 4. HISTORY

- Jack ADR Bel for Germany - Hambourg (Version 1 - Current one)

Creation date: **2016-03-04 15:42:58** Modification date: **2016-03-04 15:47:48**  
Notification date : **2016-03-04 15:47:48** Publication date: **2016-03-07 08:44:49**

## Nueva entidad para procedimiento (Belgium)

NOTIFIED - (Date of notification: 2016-08-04)

## 1. CONTACT DETAILS

### Address

Calle de veridad  
9009 Compostella  
Belgium

### Contact information

Email address: carmentodorut01@gmail.com  
Website: <http://www.nuevaentidadparaprocedimiento.es>  
Phone: 0034323345677  
Fax: 0034323345677

### Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other

- Non-alcoholic beverages
- Alcoholic beverages
- Tobacco
- Clothing (including tailor-made goods) and footwear
- House maintenance and improvement goods
- Furnishings
- Large domestic household appliances (including vacuum cleaners and microwaves)
- Small domestic household appliances (including coffee machines and food- processing appliances)
- Electronic goods (non-ICT/recreational)
- Information and communication technology (ICT) goods
- Leisure goods (sports equipment, musical instruments, etc)
- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Consumers against traders **(C2B)**

## C. The entity is competent for disputes against traders established in

- Belgium
- France
- Italy
- Spain

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

**Fees details:**  
(EN)  
xxxxxx

### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- Italian
- Spanish

The entity accepts submissions in the following languages:

- English
- French
- Italian
- Spanish

### C. Average length of the procedure (in days or months)

The procedure has an average length of **50 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is binding on **consumers and traders**

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold

- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

#### 4. HISTORY

- Nueva entidad para procedimiento (Version 2 - Current one)

Creation date: 2016-08-04 11:48:11 Modification date: 2016-08-04 11:48:40  
Notification date : 2016-08-04 11:48:40 Publication date: 2016-08-04 14:00:41

- Nueva entidad para procedimiento (Version 1)

Creation date: 2016-08-04 11:38:23 Modification date: 2016-08-04 11:48:11  
Notification date : 2016-08-04 14:06:43 Publication date: -

#### ONPC - ADR (Belgium)

NOTIFIED - (Date of notification: 2017-01-10)

#### 1. CONTACT DETAILS

##### Address

Amsterdam Bd. 100  
1000 Brussels  
Belgium

##### Contact information

Email address: alin-andrei.bucur@ext.ec.europa.eu  
Website: <http://onpc.com>  
Phone: 022 556 888  
Fax: 022 556 889

##### Additional information

This ADR entity was first notified by **Belgium**

#### 2. TYPE AND SECTOR OF DISPUTES

##### A. The entity is competent for disputes in the following sectors

- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Pet services
  - Other
- Postal services and electronic communications
  - Fixed telephone services
  - Mobile telephone services
  - Television services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other

##### B. The entity is competent for disputes initiated by

Both (C2B and B2C)

##### C. The entity is competent for disputes against traders established in

- Belgium
- Croatia
- Czech Republic
- Italy
- Malta
- Norway
- Romania
- Sweden

#### 3. PROCEDURE

A. Fees

No fees have to be paid by the consumer

Fees **have to** be paid by the trader

Variable fee

Fees details:

TAX TAX TAX TAX TAX TAX

TAX TAX TAX TAX TAX TAX

TAX TAX TAX TAX TAX TAX

TAX TAX TAX TAX TAX TAX

TAX TAX TAX TAX TAX TAX

TAX TAX TAX TAX TAX TAX

B. Language(s)

The entity is handling the procedure in the following languages:

English

French

Romanian

The entity accepts submissions in the following languages:

Bulgarian

Czech

English

French

German

Greek

Hungarian

Icelandic

Lithuanian

Norwegian

Portuguese

Romanian

C. Average length of the procedure (in days or months)

The procedure has an average length of **6 month(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

E. Outcome of the procedure

The procedure is binding on **consumers and traders**

F. Grounds for refusal

The consumer has not submitted the complaint to the dispute resolution body within the required time limit

4. HISTORY

ONPC (Version 2 - Current one)

Creation date: 2022-03-04 16:43:49 Modification date: 2022-03-04 16:45:24

Notification date : 2022-03-04 16:45:25 Publication date: -

ONPC - ADR (Version 1)

Creation date: 2016-12-20 11:12:14 Modification date: 2022-03-04 16:43:49

Notification date : 2017-01-10 13:57:43 Publication date: 2016-12-20 11:37:56

1. CONTACT DETAILS

Address

STREETZ  
12 kraj  
Belgium

Contact information

Email address: kruno.stjepanovic@ext.ec.europa.eu  
Website: http://krajjeblizu.com  
Phone: 1234567890  
Fax: 13

Additional information

This ADR entity was first notified by **Belgium**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

General Consumer Services



- Construction of new houses
- House removal and storage
- Personal care services
- Cleaning, repair and hiring of clothing and footwear

**B. The entity is competent for disputes initiated by**

Both (C2B and B2C)

**C. The entity is competent for disputes against traders established in**

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

**3. PROCEDURE**

**A. Fees**

Fees **have to** be paid by the consumer

Fixed fee

No fees have to be paid by the trader

<b>Fees details:</b> 9
---------------------------

**B. Language(s)**

The entity is handling the procedure in the following languages:

- Danish

The entity accepts submissions in the following languages:

- Danish

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **38 day(s)**

**D. Conduct of the procedure**

The procedure is done: **in writing**

The entity **requires** the physical presence of the parties and/or of their representative

**E. Outcome of the procedure**

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

**F. Grounds for refusal**

- The dispute is frivolous or vexatious
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit

**4. HISTORY**

- ORGAN DONATION (Version 2 - Current one)  
Creation date: **2016-05-25 11:57:08** Modification date: **2016-05-25 12:00:10**  
Notification date : **2016-05-25 12:00:10** Publication date: -
- ORGAN DONATION (Version 1)  
Creation date: **2016-05-24 10:32:31** Modification date: **2016-05-25 11:57:08**  
Notification date : **2016-05-24 10:34:47** Publication date: **2016-05-25 12:04:16**

## Address

22 Wrong Road  
5190 Dinant  
Belgium

## Contact information

Email address: carmentodorutz@yahoo.com  
Website: <http://www.pinkhouse.cs>  
Phone: 00342143257989  
Fax: 00342143257989

## Additional information

This ADR entity was first notified by **Belgium**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers

- Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

### C. Average length of the procedure (in days or months)

The procedure has an average length of **3 month(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- Pink House (Version 2 - Current one)

Creation date: **2016-11-23 16:06:07** Modification date: **2017-04-10 15:41:25**  
 Notification date : **2017-04-10 15:41:25** Publication date: -

- Pink House (Version 1)

Creation date: **2016-05-24 09:55:01** Modification date: **2016-11-23 16:06:07**  
 Notification date : **2016-05-25 12:28:48** Publication date: **2016-05-25 12:22:49**

test fees (Belgium)

NOTIFIED - (Last notification date: 2016-08-05)

1. CONTACT DETAILS

Address

bvc  
bvc bvc  
Belgium

Contact information

Email address: carmentodorutz@yahoo.com  
Website: http://www.xffgsfd.com  
Phone: 65645  
Fax: 65645

Additional information

This ADR entity was first notified by **Belgium**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other

B. The entity is competent for disputes initiated by

Traders against consumers (**B2C**)

C. The entity is competent for disputes against traders established in

- Belgium

3. PROCEDURE

A. Fees

No fees have to be paid by the consumer

Fees **have to** be paid by the trader

Fixed fee

Fees details:  
(EN)  
This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first

space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. ABCDEFGH

**B. Language(s)**

The entity is handling the procedure in the following languages:

- Estonian

The entity accepts submissions in the following languages:

- Danish

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **123 month(s)**

**D. Conduct of the procedure**

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

**E. Outcome of the procedure**

The procedure is **non binding**.

**F. Grounds for refusal**

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit

**4. HISTORY**

- test fees (Version 1 - Current one)

Creation date: 2015-08-27 11:02:21 Modification date: 2017-09-20 10:18:47  
Notification date : 2016-08-05 11:13:50 Publication date: 2016-08-05 11:40:51

**TEST - JACK ADR 001 (Belgium)**

TEST - JACK ADR 001 - EN

NOTIFIED - (Date of notification: 2015-12-10)

**1. CONTACT DETAILS**

**Address**

Rue du vallon  
1000 Bruxelles  
Belgium

**Contact information**

Email address: odr.simpleuser02@gmail.com  
Website: http://www.ggg.be  
Phone: 878787878  
Fax: 656566555

**Additional information**

This ADR entity was first notified by **Belgium**

**2. TYPE AND SECTOR OF DISPUTES**

**A. The entity is competent for disputes in the following sectors**

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco

- Clothing (including tailor-made goods) and footwear
- House maintenance and improvement goods
- Furnishings
- Large domestic household appliances (including vacuum cleaners and microwaves)
- Small domestic household appliances (including coffee machines and food- processing appliances)
- Electronic goods (non-ICT/recreational)
- Information and communication technology (ICT) goods
- Leisure goods (sports equipment, musical instruments, etc)
- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

**Fees details:**  
Detail du fees 0001 - EN

**B. Language(s)**

The entity is handling the procedure in the following languages:

- English
- French

The entity accepts submissions in the following languages:

- English
- French

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **5 day(s)**

**D. Conduct of the procedure**

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

**E. Outcome of the procedure**

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

**F. Grounds for refusal**

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

**4. HISTORY**

- TEST - JACK ADR 001 (Version 1 - Current one)

Creation date: 2015-12-10 15:33:43 Modification date: 2015-12-10 15:33:57  
Notification date : 2015-12-10 15:33:57 Publication date: 2015-12-11 08:35:30

**TEST new ADR BEL 21/12 001 (Belgium)**

NOTIFIED - (Date of notification: 2015-12-21)

**1. CONTACT DETAILS**

**Address**

Rue de la fourche  
4500 Liège  
Belgium

**Contact information**

Email address: odr.simpleuser02@gmail.com  
Website: http://www.ggg.be  
Phone: 454544  
Fax: 6969696

**Additional information**

This ADR entity was first notified by **Belgium**

**2. TYPE AND SECTOR OF DISPUTES**

**A. The entity is competent for disputes in the following sectors**

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport

- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

**Fees details:**

TEST

### B. Language(s)

The entity is handling the procedure in the following languages:



- English
- French
- Polish

The entity accepts submissions in the following languages:

- English
- French
- Spanish

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **8 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

#### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court

### 4. HISTORY

- TEST new ADR BEL 21/12 001 (Version 1 - Current one)

Creation date: **2015-12-21 09:14:27** Modification date: **2015-12-21 09:14:50**  
Notification date : **2015-12-21 09:14:50** Publication date: **2015-12-21 09:49:05**

## German ADR (Bulgaria)

NOTIFIED - (Date of notification: 2017-04-05)

### 1. CONTACT DETAILS

#### Address

Enschuldigung  
1200 Munich  
Germany

#### Contact information

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: <http://www.germanadr.de>  
Phone: 00492334567889  
Fax: 00492334567889

#### Additional information

This ADR entity was first notified by **Bulgaria**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity

- Gas
- Other energy sources

## B. The entity is competent for disputes initiated by

Consumers against traders (C2B)

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- France
- Germany
- Hungary

# 3. PROCEDURE

## A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

## B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

## C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

## D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

## E. Outcome of the procedure

The procedure is **non binding**.

## F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

# 4. HISTORY

- German ADR (Version 3 - Current one)

Creation date: **2016-11-23 13:41:05** Modification date: **2017-04-05 15:03:11**  
Notification date : **2017-04-05 15:03:11** Publication date: **2017-04-05 17:23:29**

- German ADR (Version 2)

Creation date: **2016-05-25 14:57:04** Modification date: **2016-11-23 13:41:05**  
Notification date : **2016-05-25 14:57:34** Publication date: **2016-08-04 14:00:41**

- German ADR (Version 1)

Creation date: **2016-05-25 14:00:19** Modification date: **2016-05-25 14:57:04**  
Notification date : **2016-08-30 14:10:41** Publication date: **2016-05-25 15:01:51**

# ONPC - ADR (Croatia)

NOTIFIED - (Date of notification: 2017-01-10)

## 1. CONTACT DETAILS

### Address

Amsterdam Bd. 100  
1000 Brussels  
Belgium

### Contact information

Email address: [alin-andrei.bucur@ext.ec.europa.eu](mailto:alin-andrei.bucur@ext.ec.europa.eu)  
Website: <http://onpc.com>  
Phone: 022 556 888  
Fax: 022 556 889

### Additional information

This ADR entity was first notified by **Croatia**

## 2. TYPE AND SECTOR OF DISPUTES

**A. The entity is competent for disputes in the following sectors**

- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Pet services
  - Other
- Postal services and electronic communications
  - Fixed telephone services
  - Mobile telephone services
  - Television services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other

**B. The entity is competent for disputes initiated by**

Both (C2B and B2C)

**C. The entity is competent for disputes against traders established in**

- Belgium
- Croatia
- Czech Republic
- Italy
- Malta
- Norway
- Romania
- Sweden

**3. PROCEDURE**

**A. Fees**

No fees have to be paid by the consumer

Fees **have to** be paid by the trader

Variable fee

<b>Fees details:</b>
TAX TAX TAX TAX TAX TAX
TAX TAX TAX TAX TAX TAX
TAX TAX TAX TAX TAX TAX
TAX TAX TAX TAX TAX TAX
TAX TAX TAX TAX TAX TAX
TAX TAX TAX TAX TAX TAX

**B. Language(s)**

The entity is handling the procedure in the following languages:

- English
- French
- Romanian

The entity accepts submissions in the following languages:

- Bulgarian
- Czech
- English
- French
- German
- Greek
- Hungarian
- Icelandic
- Lithuanian
- Norwegian
- Portuguese
- Romanian

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **6 month(s)**

**D. Conduct of the procedure**

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

## E. Outcome of the procedure

The procedure is binding on **consumers and traders**

## F. Grounds for refusal

- The consumer has not submitted the complaint to the dispute resolution body within the required time limit

## 4. HISTORY

- ONPC (Version 2 - Current one)

Creation date: **2022-03-04 16:43:49** Modification date: **2022-03-04 16:45:24**  
Notification date : **2022-03-04 16:45:25** Publication date: -

- ONPC - ADR (Version 1)

Creation date: **2016-12-20 11:12:14** Modification date: **2022-03-04 16:43:49**  
Notification date : **2017-01-10 13:57:43** Publication date: **2016-12-20 11:37:56**

## TEST (Croatia)

NOTIFIED - (Date of notification: 2017-06-13)

## 1. CONTACT DETAILS

### Address

test  
0 test  
Croatia

### Contact information

Email address: [ec-odr@ec.europa.eu](mailto:ec-odr@ec.europa.eu)  
Website: <http://test.hr>  
Phone: 0102323  
Fax: 1232323

### Additional information

This ADR entity was first notified by **Croatia**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other

### B. The entity is competent for disputes initiated by

Both (**C2B** and **B2C**)

### C. The entity is competent for disputes against traders established in

- Belgium
- Croatia
- Ireland

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- Bulgarian
- Croatian
- English

The entity accepts submissions in the following languages:

- Croatian
- Danish
- English

### C. Average length of the procedure (in days or months)

The procedure has an average length of **23 month(s)**

### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- TEST (Version 1 - Current one)

Creation date: **2017-06-13 11:27:59** Modification date: **2017-06-13 11:28:13**  
Notification date : **2017-06-13 11:28:13** Publication date: **2017-06-13 11:42:56**

## ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Czech Republic)

NOTIFIED - (Date of notification: 2017-05-16)

## 1. CONTACT DETAILS

### Address

N/A  
1234 1234  
Iceland

### Contact information

Email address: odr.adr.apps@gmail.com  
Website: http://N/A  
Phone: 11223344  
Fax: 33445566

### Additional information

This ADR entity was first notified by **Czech Republic**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco

- Clothing (including tailor-made goods) and footwear
- House maintenance and improvement goods
- Furnishings
- Large domestic household appliances (including vacuum cleaners and microwaves)
- Small domestic household appliances (including coffee machines and food- processing appliances)
- Electronic goods (non-ICT/recreational)
- Information and communication technology (ICT) goods
- Leisure goods (sports equipment, musical instruments, etc)
- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## **B. The entity is competent for disputes initiated by**

Both (C2B and B2C)

## **C. The entity is competent for disputes against traders established in**

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
  - Ita-Suomen laani
  - Lansi-Suomen laani
  - Oulun laani

- Lapin laani
- Ahvenanmaa
- France
  - 01 Ain
  - 02 Aisne
  - 03 Allier
  - 04 Alpes-de-Haute-Provence
  - 05 Hautes-Alpes
  - 06 Alpes-Maritimes
  - 07 Ardeche
  - 08 Ardennes
  - 09 Ariege
  - 10 Aube
  - 11 Aude
  - 12 Aveyron
  - 13 Bouches-du-Rhone
  - 14 Calvados
  - 15 Cantal
  - 16 Charente
  - 17 Charente-Maritime
  - 18 Cher
  - 19 Correze
  - 2A Corse-du-Sud
  - 2B Haute-Corse
  - 21 Côte-d'Or
  - 22 Cotes-d'Armor
  - 23 Creuse
  - 24 Dordogne
  - 25 Doubs
  - 26 Drome
  - 27 Eure
  - 28 Eure-et-Loir
  - 29 Finistere
  - 30 Gard
  - 31 Haute-Garonne
  - 32 Gers
  - 33 Gironde
  - 34 Hérault
  - 35 Ile-et-Vilaine
  - 36 Indre
  - 37 Indre-et-Loire
  - 38 Isere
  - 39 Jura
  - 40 Landes
  - 41 Loir-et-Cher
  - 42 Loire
  - 43 Haute-Loire
  - 44 Loire-Atlantique
  - 45 Loiret
  - 46 Lot
  - 47 Lot-et-Garonne
  - 48 Lozere
  - 49 Maine-et-Loire
  - 50 Manche
  - 51 Marne
  - 52 Haute-Marne
  - 53 Mayenne
  - 54 Meurthe-et-Moselle
  - 55 Meuse
  - 56 Morbihan
  - 57 Moselle
  - 58 Nièvre
  - 59 Nord
  - 60 Oise
  - 61 Orne
  - 62 Pas-de-Calais
  - 63 Puy-de-Dome
  - 64 Pyrenees-Atlantiques
  - 65 Hautes-Pyrenees
  - 66 Pyrenees-Orientales
  - 67 Bas-Rhin
  - 68 Haut-Rhin
  - 69 Rhone
  - 70 Haute-Saone
  - 71 Saone-et-Loire
  - 72 Sarthe
  - 73 Savoie
  - 74 Haute-Savoie
  - 75 Paris
  - 76 Seine-Maritime
  - 77 Seine-et-Marne
  - 78 Yvelines
  - 79 Deux-Sevres
  - 80 Somme
  - 81 Tarn
  - 82 Tarn-et-Garonne
  - 83 Var
  - 84 Vaucluse
  - 85 Vendee
  - 86 Vienne
  - 87 Haute-Vienne
  - 88 Vosges
  - 89 Yonne
  - 90 Territoire de Belfort
  - 91 Essonne
  - 92 Hauts-de-Seine
  - 93 Seine-Saint-Denis
  - 94 Val-de-Marne
  - 95 Val-d'Oise
  - 971 Guadeloupe
  - 972 Martinique
  - 973 Guyane
  - 974 Reunion
- Germany
  - BADEN-WÜRTTEMBERG
  - BAYERN
  - BERLIN
  - BRANDENBURG
  - BREMEN
  - HAMBURG
  - HESSEN
  - MECKLENBURG-VORPOMMERN
  - NIEDERSACHSEN
  - NORDRHEIN-WESTFALEN

- RHEINLAND-PFALZ
- SAARLAND
- SACHSEN
- SACHSEN-ANHALT
- SCHLESWIG-HOLSTEIN
- THÜRINGEN
- Greece
- Hungary
- Iceland
- Ireland
  - Carlow
  - Cavan
  - Clare
  - Cork
  - Donegal
  - Dublin
  - Galway
  - Kerry
  - Kildare
  - Kilkenny
  - Laois
  - Leitrim
  - Limerick
  - Longford
  - Louth
  - Mayo
  - Meath
  - Monaghan
  - Offaly
  - Roscommon
  - Sligo
  - Tipperary
  - Waterford
  - Westmeath
  - Wexford
  - Wicklow
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
  - Alandroal
  - Fafe
  - Faro
  - Felgueiras
  - Ferreira do Alentejo
  - Ferreira do Zézere
  - Figueira da Foz
  - Figueira de Castelo Rodrigo
  - Figueiro dos Vinhos
  - Fornos de Algodres
  - Freixo de Espada a Cinta
  - Albergaria-a-Velha
  - Fronteira
  - Funchal
  - Fundão
  - Gavião
  - Gois
  - Golegã
  - Gondomar
  - Gouveia
  - Grandola
  - Guarda
  - Albufeira
  - Guimarães
  - Horta
  - Idanha-a-Nova
  - Ilhavo
  - Lagoa (Acores)
  - Lagoa (Algarve)
  - Lagos
  - Lajes das Flores
  - Lajes do Pico
  - Lamego
  - Alcacer do Sal
  - Leiria
  - Lisboa
  - Loule
  - Loures
  - Lourinhã
  - Lousã
  - Lousada
  - Mação
  - Macedo de Cavaleiros
  - Machico
  - Alcanena
  - Madalena
  - Mafra
  - Maia
  - Mangualde
  - Manteigas
  - Marco de Canaveses
  - Marinha Grande
  - Marvão
  - Matosinhos
  - Mealhada
  - Alcobaca
  - Meda
  - Melgaco
  - Mertola
  - Mesão Frio
  - Mira
  - Miranda do Corvo
  - Miranda do Douro
  - Mirandela
  - Mogadouro
  - Moimenta da Beira
  - Alcochete
  - Moita



- Monção
- Monchique
- Moncorvo
- Mondim de Basto
- Monforte
- Montalegre
- Montemor-o-Novo
- Montemor-o-Velho
- Montijo
- Alcoutim
- Mora
- Mortagua
- Moura
- Mourão
- Murca
- Murtosa
- Nazare
- Nelas
- Nisa
- Nordeste
- Alenquer
- Obidos
- Odemira
- Odivelas
- Oeiras
- Oleiros
- Olhão
- Oliveira de Azemeis
- Oliveira de Frades
- Oliveira do Bairro
- Oliveira do Hospital
- Alfandega da Fe
- Ourem
- Ourique
- Ovar
- Pacos de Ferreira
- Palmela
- Pampilhosa da Serra
- Paredes
- Paredes de Coura
- Pedrógão Grande
- Penacova
- Alijo
- Penafiel
- Penalva do Castelo
- Penamacor
- Penedono
- Penela
- Peniche
- Peso da Regua
- Pinhel
- Pombal
- Ponta Delgada
- Aljezur
- Ponta do Sol
- Ponte da Barca
- Ponte de Lima
- Ponte de Sor
- Portalegre
- Portel
- Portimão
- Porto
- Porto de Mos
- Porto Moniz
- Aljustrel
- Porto Santo
- Pova de Lanhoso
- Pova de Varzim
- Povoação
- Praia da Vitoria
- Proenca-a-Nova
- Redondo
- Reguengos de Monsaraz
- Resende
- Ribeira Brava
- Almada
- Ribeira de Pena
- Ribeira Grande
- Rio Maior
- Sabrosa
- Sabugal
- Salvaterra de Magos
- Santa Comba Dão
- Santa Cruz
- Santa Cruz da Graciosa
- Santa Cruz das Flores
- Almeida
- Santa Maria da Feira
- Santa Marta de Penaguião
- Santana
- Santarem
- Santiago do Cacem
- Santo Tirso
- São Brás de Alportel
- São João da Madeira
- São João da Pesqueira
- São Pedro do Sul
- Almeirim
- São Roque do Pico
- São Vicente
- Sardoal
- Sátão
- Seia
- Seixal
- Sernancelhe
- Serpa
- Sertã
- Sesimbra
- Almodovar
- Setubal
- Sever do Vouga
- Silves
- Sines
- Sintra

- Sobral de Monte Agraco
- Soure
- Souzel
- Tabua
- Tabuaco
- Alpiarca
- Tarouca
- Tavira
- Terras de Bouro
- Tomar
- Tondela
- Torres Novas
- Torres Vedras
- Trancoso
- Trofa
- Vagos
- Alter do Chão
- Vale de Cambra
- Valenca
- Valongo
- Valpacos
- Velas
- Vendas Novas
- Viana do Alentejo
- Viana do Castelo
- Vidigueira
- Vieira do Minho
- Alvaizere
- Vila de Rei
- Vila do Bispo
- Vila do Conde
- Vila do Porto
- Vila Flor
- Vila Franca de Xira
- Vila Franca do Campo
- Vila Nova da Barquinha
- Vila Nova de Cerveira
- Vila Nova de Famalicão
- Alvito
- Vila Nova de Foz Coa
- Vila Nova de Gaia
- Vila Nova de Paiva
- Vila Nova de Poiares
- Vila Pouca de Aguiar
- Vila Real
- Vila Real de Santo Antonio
- Vila Velha de Ródão
- Vila Verde
- Vila Viciosa
- Amadora
- Vimioso
- Vinhais
- Viseu
- Vizela
- Vouzela
- Amarante
- Amares
- Anadia
- Angra do Heroismo
- Ansião
- Arcos de Valdevez
- Arganil
- Armamar
- Arouca
- Arraiolos
- Arronches
- Arruda dos Vinhos
- Aveiro
- Avis
- Azambuja
- Baião
- Barcelos
- Barrancos
- Barreiro
- Batalha
- Beja
- Belmonte
- Benavente
- Bombarral
- Borba
- Boticas
- Braga
- Braganca
- Cabeceiras de Basto
- Cadaval
- Caldas da Rainha
- Calheta (Acores)
- Calheta (Madeira)
- Camara de Lobos
- Caminha
- Campo Maior
- Cantanhede
- Carrazeda de Ansiães
- Abrantes
- Carregal do Sal
- Cartaxo
- Cascais
- Castanheira de Pera
- Castelo Branco
- Castelo de Paiva
- Castelo de Vide
- Castro Daire
- Castro Marim
- Castro Verde
- Agueda
- Celorico da Beira
- Celorico de Basto
- Chamusca
- Chaves
- Cinfães
- Coimbra
- Condeixa-a-Nova
- Constancia
- Coruche

- Corvo
- Aguiar da Beira
- Covilhã
- Crato
- Cuba
- Elvas
- Entroncamento
- Espinho
- Esposende
- Estarreja
- Estremoz
- Evora
- Romania
  - Nord-Vest
  - Centru
  - Nord-Est
  - Sud-Est
  - Sud - Muntenia
  - București - Ilfov
  - Sud-Vest Oltenia
  - Vest
- Slovakia
- Slovenia
- Spain
  - Andalucia
  - Aragon
  - Asturias
  - Baleares
  - Canarias
  - Cantabria
  - Castilla La Mancha
  - Castilla Leon
  - Cataluña
  - Ceuta
  - C. Valenciana
  - Extremadura
  - Galicia
  - La Rioja
  - Madrid
  - Melilla
  - Murcia
  - Navarra
  - Pais Vasco
- Sweden

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Fixed fee

<b>Fees details:</b> 80\$
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B. Language(s)

The entity is handling the procedure in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

The entity accepts submissions in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian

- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **60 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

#### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### 4. HISTORY

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 4 - Current one)**

Creation date: **2017-08-14 10:29:27** Modification date: **2017-08-14 10:29:27**  
Notification date: - Publication date: -

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 3)**

Creation date: **2017-05-16 15:05:35** Modification date: **2017-08-14 10:29:27**  
Notification date: **2017-05-16 15:05:44** Publication date: **2017-05-16 15:59:13**

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 2)**

Creation date: **2017-02-15 15:15:33** Modification date: **2017-05-16 15:05:35**  
Notification date: **2017-02-15 15:15:43** Publication date: **2017-04-05 17:23:14**

- **ACCEPTANCE - IS ADR (Version 1)**

Creation date: **2017-02-15 11:57:19** Modification date: **2017-02-15 15:15:33**  
Notification date: **2017-05-16 15:48:09** Publication date: **2017-02-15 14:15:41**

**arn 20151020 (France)**

*arn 20151020 EN*

NOTIFIED - (Date of notification: 2016-02-03)

### 1. CONTACT DETAILS

#### Address

sdf  
fsd fds  
France

#### Contact information

Email address: gerard.dupont456@gmail.com  
Website: http://www.toto.com  
Phone: 4545  
Fax:

#### Additional information

This ADR entity was first notified by **France**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport

- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Traders against consumers (B2C)

## C. The entity is competent for disputes against traders established in

- Belgium
- France

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

#### Fees details:

This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A

and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. ABCDEFGH

**B. Language(s)**

The entity is handling the procedure in the following languages:

- German

The entity accepts submissions in the following languages:

- Danish
- Spanish

**C. Average length of the procedure (in days or months)**

The procedure has an average length of **521 day(s)**

**D. Conduct of the procedure**

The procedure is done: **orally**

The entity **does not require** the physical presence of the parties and/or of their representative

**E. Outcome of the procedure**

The procedure is binding upon agreement by one or both parties

**F. Grounds for refusal**

- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

**4. HISTORY**

- am 20151020 (Version 1 - Current one)

Creation date: 2015-10-20 11:30:52 Modification date: 2015-10-20 11:30:59  
Notification date : 2016-02-03 11:39:25 Publication date: 2015-01-22 10:36:10

**German ADR (France)**

NOTIFIED - (Date of notification: 2017-04-05)

**1. CONTACT DETAILS**

**Address**

Enschuldigung  
1200 Munich  
Germany

**Contact information**

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: http://www.germanadr.de  
Phone: 00492334567889  
Fax: 00492334567889

**Additional information**

This ADR entity was first notified by **France**

**2. TYPE AND SECTOR OF DISPUTES**

**A. The entity is competent for disputes in the following sectors**

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)

- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

## B. The entity is competent for disputes initiated by

Consumers against traders **(C2B)**

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- France
- Germany
- Hungary

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

### C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is **non binding**.

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- German ADR (Version 3 - Current one)

Creation date: **2016-11-23 13:41:05** Modification date: **2017-04-05 15:03:11**  
 Notification date : **2017-04-05 15:03:11** Publication date: **2017-04-05 17:23:29**

- German ADR (Version 2)

Creation date: **2016-05-25 14:57:04** Modification date: **2016-11-23 13:41:05**  
 Notification date : **2016-05-25 14:57:34** Publication date: **2016-08-04 14:00:41**

- German ADR (Version 1)

Creation date: **2016-05-25 14:00:19** Modification date: **2016-05-25 14:57:04**  
 Notification date : **2016-08-30 14:10:41** Publication date: **2016-05-25 15:01:51**

## Nueva entidad para procedimiento (France)

NOTIFIED - (Date of notification: 2016-08-04)

## 1. CONTACT DETAILS

### Address

Calle de veridad  
 9009 Compostella  
 Belgium

Contact information

Email address: carmentodorut01@gmail.com  
Website: http://www.nuevaentidadparaprocedimiento.es  
Phone: 0034323345677  
Fax: 0034323345677

Additional information

This ADR entity was first notified by **France**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Other
  - Other (Includes both goods and services)

B. The entity is competent for disputes initiated by

Consumers against traders **(C2B)**

C. The entity is competent for disputes against traders established in

- Belgium
- France
- Italy
- Spain

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

Fees details:  
(EN)  
xxxxx

B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- Italian
- Spanish

The entity accepts submissions in the following languages:

- English
- French
- Italian
- Spanish



### C. Average length of the procedure (in days or months)

The procedure has an average length of **50 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is binding on **consumers and traders**

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- Nueva entidad para procedimiento (Version 2 - Current one)

Creation date: **2016-08-04 11:48:11** Modification date: **2016-08-04 11:48:40**  
Notification date : **2016-08-04 11:48:40** Publication date: **2016-08-04 14:00:41**

- Nueva entidad para procedimiento (Version 1)

Creation date: **2016-08-04 11:38:23** Modification date: **2016-08-04 11:48:11**  
Notification date : **2016-08-04 14:06:43** Publication date: -

## German ADR (Germany)

NOTIFIED - (Date of notification: 2017-04-05)

### 1. CONTACT DETAILS

#### Address

Enschuldigung  
1200 Munich  
Germany

#### Contact information

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: <http://www.germanadr.de>  
Phone: 00492334567889  
Fax: 00492334567889

#### Additional information

This ADR entity was first notified by **Germany**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources

#### B. The entity is competent for disputes initiated by

C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- France
- Germany
- Hungary

3. PROCEDURE

A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

B. Language(s)

The entity is handling the procedure in the following languages:

- English

The entity accepts submissions in the following languages:

- English

C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

E. Outcome of the procedure

The procedure is **non binding**.

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

4. HISTORY

- German ADR (Version 3 - Current one)

Creation date: 2016-11-23 13:41:05 Modification date: 2017-04-05 15:03:11  
Notification date : 2017-04-05 15:03:11 Publication date: 2017-04-05 17:23:29

- German ADR (Version 2)

Creation date: 2016-05-25 14:57:04 Modification date: 2016-11-23 13:41:05  
Notification date : 2016-05-25 14:57:34 Publication date: 2016-08-04 14:00:41

- German ADR (Version 1)

Creation date: 2016-05-25 14:00:19 Modification date: 2016-05-25 14:57:04  
Notification date : 2016-08-30 14:10:41 Publication date: 2016-05-25 15:01:51

ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Iceland)

NOTIFIED - (Date of notification: 2017-05-16)

1. CONTACT DETAILS

Address

N/A  
1234 1234  
Iceland

Contact information

Email address: odr.adr.apps@gmail.com  
Website: http://N/A  
Phone: 11223344  
Fax: 33445566

Additional information

This ADR entity was first notified by **Iceland**

2. TYPE AND SECTOR OF DISPUTES

A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat

- Food - Bread and Cereals
- Food - Health food and nutrients
- Food - Other
- Non-alcoholic beverages
- Alcoholic beverages
- Tobacco
- Clothing (including tailor-made goods) and footwear
- House maintenance and improvement goods
- Furnishings
- Large domestic household appliances (including vacuum cleaners and microwaves)
- Small domestic household appliances (including coffee machines and food- processing appliances)
- Electronic goods (non-ICT/recreational)
- Information and communication technology (ICT) goods
- Leisure goods (sports equipment, musical instruments, etc)
- New cars
- Second-hand cars
- Other personal transport
- Spares and accessories for vehicles and other means of personal transport
- Fuels and lubricants for vehicles and other means of personal transport
- Books, magazines, newspapers, stationery (excluding postal delivery)
- Pets and pet goods
- Electrical appliances for personal care
- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic

- Denmark
- Estonia
- Finland
  - Ita-Suomen laani
  - Lansi-Suomen laani
  - Oulun laani
  - Lapin laani
  - Ahvenanmaa
- France
  - 01 Ain
  - 02 Aisne
  - 03 Allier
  - 04 Alpes-de-Haute-Provence
  - 05 Hautes-Alpes
  - 06 Alpes-Maritimes
  - 07 Ardeche
  - 08 Ardennes
  - 09 Ariege
  - 10 Aube
  - 11 Aude
  - 12 Aveyron
  - 13 Bouches-du-Rhone
  - 14 Calvados
  - 15 Cantal
  - 16 Charente
  - 17 Charente-Maritime
  - 18 Cher
  - 19 Correze
  - 2A Corse-du-Sud
  - 2B Haute-Corse
  - 21 Côte-d'Or
  - 22 Cotes-d'Armor
  - 23 Creuse
  - 24 Dordogne
  - 25 Doubs
  - 26 Drome
  - 27 Eure
  - 28 Eure-et-Loir
  - 29 Finistere
  - 30 Gard
  - 31 Haute-Garonne
  - 32 Gers
  - 33 Gironde
  - 34 Herault
  - 35 Ile-et-Vilaine
  - 36 Indre
  - 37 Indre-et-Loire
  - 38 Isere
  - 39 Jura
  - 40 Landes
  - 41 Loir-et-Cher
  - 42 Loire
  - 43 Haute-Loire
  - 44 Loire-Atlantique
  - 45 Loiret
  - 46 Lot
  - 47 Lot-et-Garonne
  - 48 Lozere
  - 49 Maine-et-Loire
  - 50 Manche
  - 51 Marne
  - 52 Haute-Marne
  - 53 Mayenne
  - 54 Meurthe-et-Moselle
  - 55 Meuse
  - 56 Morbihan
  - 57 Moselle
  - 58 Nièvre
  - 59 Nord
  - 60 Oise
  - 61 Orne
  - 62 Pas-de-Calais
  - 63 Puy-de-Dome
  - 64 Pyrenees-Atlantiques
  - 65 Hautes-Pyrenees
  - 66 Pyrenees-Orientales
  - 67 Bas-Rhin
  - 68 Haut-Rhin
  - 69 Rhone
  - 70 Haute-Saone
  - 71 Saone-et-Loire
  - 72 Sarthe
  - 73 Savoie
  - 74 Haute-Savoie
  - 75 Paris
  - 76 Seine-Maritime
  - 77 Seine-et-Marne
  - 78 Yvelines
  - 79 Deux-Sevres
  - 80 Somme
  - 81 Tarn
  - 82 Tarn-et-Garonne
  - 83 Var
  - 84 Vaucluse
  - 85 Vendee
  - 86 Vienne
  - 87 Haute-Vienne
  - 88 Vosges
  - 89 Yonne
  - 90 Territoire de Belfort
  - 91 Essonne
  - 92 Hauts-de-Seine
  - 93 Seine-Saint-Denis
  - 94 Val-de-Marne
  - 95 Val-d'Oise
  - 971 Guadeloupe
  - 972 Martinique
  - 973 Guyane
  - 974 Reunion
- Germany
  - BADEN-WÜRTTEMBERG
  - BAYERN
  - BERLIN
  - BRANDENBURG

- BREMEN
- HAMBURG
- HESSEN
- MECKLENBURG-VORPOMMERN
- NIEDERSACHSEN
- NORDRHEIN-WESTFALEN
- RHEINLAND-PFALZ
- SAARLAND
- SACHSEN
- SACHSEN-ANHALT
- SCHLESWIG-HOLSTEIN
- THÜRINGEN
- Greece
- Hungary
- Iceland
- Ireland
  - Carlow
  - Cavan
  - Clare
  - Cork
  - Donegal
  - Dublin
  - Galway
  - Kerry
  - Kildare
  - Kilkenny
  - Laois
  - Leitrim
  - Limerick
  - Longford
  - Louth
  - Mayo
  - Meath
  - Monaghan
  - Offaly
  - Roscommon
  - Sligo
  - Tipperary
  - Waterford
  - Westmeath
  - Wexford
  - Wicklow
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
  - Alandroal
  - Fafe
  - Faro
  - Felgueiras
  - Ferreira do Alentejo
  - Ferreira do Zézere
  - Figueira da Foz
  - Figueira de Castelo Rodrigo
  - Figueiro dos Vinhos
  - Fornos de Algodres
  - Freixo de Espada a Cinta
  - Albergaria-a-Velha
  - Fronteira
  - Funchal
  - Fundão
  - Gavião
  - Gois
  - Golegã
  - Gondomar
  - Gouveia
  - Grandola
  - Guarda
  - Albufeira
  - Guimarães
  - Horta
  - Idanha-a-Nova
  - Ilhavo
  - Lagoa (Acores)
  - Lagoa (Algarve)
  - Lagos
  - Lajes das Flores
  - Lajes do Pico
  - Lamego
  - Alcacer do Sal
  - Leiria
  - Lisboa
  - Loule
  - Loures
  - Lourinhã
  - Lousã
  - Lousada
  - Mação
  - Macedo de Cavaleiros
  - Machico
  - Alcanena
  - Madalena
  - Mafra
  - Maia
  - Mangualde
  - Manteigas
  - Marco de Canaveses
  - Marinha Grande
  - Marvão
  - Matosinhos
  - Mealhada
  - Alcobaca
  - Meda
  - Melgaco
  - Mertola
  - Mesão Frio
  - Mira
  - Miranda do Corvo

- Miranda do Douro
- Mirandela
- Mogadouro
- Moimenta da Beira
- Alcochete
- Moita
- Monção
- Monchique
- Moncorvo
- Mondim de Basto
- Monforte
- Montalegre
- Montemor-o-Novo
- Montemor-o-Velho
- Montijo
- Alcoutim
- Mora
- Mortagua
- Moura
- Mourão
- Murca
- Murtosa
- Nazare
- Nelas
- Nisa
- Nordeste
- Alenquer
- Obidos
- Odemira
- Odivelas
- Oeiras
- Oleiros
- Olhão
- Oliveira de Azemeis
- Oliveira de Frades
- Oliveira do Bairro
- Oliveira do Hospital
- Alfandega da Fe
- Ourem
- Ourique
- Óvar
- Pacos de Ferreira
- Palmela
- Pampilhosa da Serra
- Paredes
- Paredes de Coura
- Pedrógão Grande
- Penacova
- Alijo
- Penafiel
- Penalva do Castelo
- Penamacor
- Penedono
- Penela
- Peniche
- Peso da Regua
- Pinhel
- Pombal
- Ponta Delgada
- Aljezur
- Ponta do Sol
- Ponte da Barca
- Ponte de Lima
- Ponte de Sor
- Portalegre
- Portel
- Portimão
- Porto
- Porto de Mos
- Porto Moniz
- Aljustrel
- Porto Santo
- Póvoa de Lanhoso
- Póvoa de Varzim
- Povoação
- Praia da Vitória
- Proença-a-Nova
- Redondo
- Reguengos de Monsaraz
- Resende
- Ribeira Brava
- Almada
- Ribeira de Pena
- Ribeira Grande
- Rio Maior
- Sabrosa
- Sabugal
- Salvaterra de Magos
- Santa Comba Dão
- Santa Cruz
- Santa Cruz da Graciosa
- Santa Cruz das Flores
- Almeida
- Santa Maria da Feira
- Santa Marta de Penaguião
- Santana
- Santarém
- Santiago do Cacem
- Santo Tirso
- São Brás de Alportel
- São João da Madeira
- São João da Pesqueira
- São Pedro do Sul
- Almeirim
- São Roque do Pico
- São Vicente
- Sardoal
- Sátão
- Seia
- Seixal
- Sernancelhe
- Serpa
- Sertão
- Sesimbra

- Almodovar
- Setubal
- Sever do Vouga
- Silves
- Sines
- Sintra
- Sobral de Monte Agraco
- Soure
- Sourel
- Tabua
- Tabuaco
- Alpiarca
- Tarouca
- Tavira
- Terras de Bouro
- Tomar
- Tondela
- Torres Novas
- Torres Vedras
- Trancoso
- Trofa
- Vagos
- Alter do Chão
- Vale de Cambra
- Valenca
- Valongo
- Valpacos
- Velas
- Vendas Novas
- Viana do Alentejo
- Viana do Castelo
- Vidigueira
- Vieira do Minho
- Alvaizere
- Vila de Rei
- Vila do Bispo
- Vila do Conde
- Vila do Porto
- Vila Flor
- Vila Franca de Xira
- Vila Franca do Campo
- Vila Nova da Barquinha
- Vila Nova de Cerveira
- Vila Nova de Famalicão
- Alvito
- Vila Nova de Foz Coa
- Vila Nova de Gaia
- Vila Nova de Paiva
- Vila Nova de Poiares
- Vila Pouca de Aguiar
- Vila Real
- Vila Real de Santo Antonio
- Vila Velha de Ródão
- Vila Verde
- Vila Vicosia
- Amadora
- Vimioso
- Vinhais
- Viseu
- Vizela
- Vouzela
- Amarante
- Amares
- Anadia
- Angra do Heroismo
- Ansião
- Arcos de Valdevez
- Arganil
- Armamar
- Arouca
- Arraiolos
- Arronches
- Arruda dos Vinhos
- Aveiro
- Avis
- Azambuja
- Baião
- Barcelos
- Barrancos
- Barreiro
- Batalha
- Beja
- Belmonte
- Benavente
- Bombarral
- Borba
- Boticas
- Braga
- Braganca
- Cabeceiras de Basto
- Cadaval
- Caldas da Rainha
- Calheta (Acores)
- Calheta (Madeira)
- Camara de Lobos
- Caminha
- Campo Maior
- Cantanhede
- Carrazeda de Ansiães
- Abrantes
- Carregal do Sal
- Cartaxo
- Cascais
- Castanheira de Pera
- Castelo Branco
- Castelo de Paiva
- Castelo de Vide
- Castro Daire
- Castro Marim
- Castro Verde
- Agueda
- Celorico da Beira
- Celorico de Basto
- Chamusca

- Chaves
- Cinfães
- Coimbra
- Condeixa-a-Nova
- Constancia
- Coruche
- Corvo
- Aguiar da Beira
- Covilhã
- Crato
- Cuba
- Elvas
- Entroncamento
- Espinho
- Esposende
- Estarreja
- Estremoz
- Evora
- Romania
  - Nord-Vest
  - Centru
  - Nord-Est
  - Sud-Est
  - Sud - Muntenia
  - București - Ilfov
  - Sud-Vest Oltenia
  - Vest
- Slovakia
- Slovenia
- Spain
  - Andalucia
  - Aragon
  - Asturias
  - Baleares
  - Canarias
  - Cantabria
  - Castilla La Mancha
  - Castilla Leon
  - Cataluña
  - Ceuta
  - C. Valenciana
  - Extremadura
  - Galicia
  - La Rioja
  - Madrid
  - Melilla
  - Murcia
  - Navarra
  - Pais Vasco
- Sweden

3. PROCEDURE

A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Fixed fee

<b>Fees details:</b> 80\$
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B. Language(s)

The entity is handling the procedure in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

The entity accepts submissions in the following languages:

- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian



- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **60 day(s)**

#### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

#### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### 4. HISTORY

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 4 - Current one)**

Creation date: **2017-08-14 10:29:27** Modification date: **2017-08-14 10:29:27**

Notification date: - Publication date: -

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 3)**

Creation date: **2017-05-16 15:05:35** Modification date: **2017-08-14 10:29:27**

Notification date: **2017-05-16 15:05:44** Publication date: **2017-05-16 15:59:13**

- **ACCEPTANCE - ICELAND DISPUTE RESOLUTION BODY (Version 2)**

Creation date: **2017-02-15 15:15:33** Modification date: **2017-05-16 15:05:35**

Notification date: **2017-02-15 15:15:43** Publication date: **2017-04-05 17:23:14**

- **ACCEPTANCE - IS ADR (Version 1)**

Creation date: **2017-02-15 11:57:19** Modification date: **2017-02-15 15:15:33**

Notification date: **2017-05-16 15:48:09** Publication date: **2017-02-15 14:15:41**

## ACCEPTANCE - ADR Center srl (Italy)

NOTIFIED - (Date of notification: 2017-10-06)

### 1. CONTACT DETAILS

#### Address

Via Marcantonio Colonna 54  
00192 Roma  
Italy

#### Contact information

Email address: [ec-odr@ec.europa.eu](mailto:ec-odr@ec.europa.eu)

Website: <http://www.adrcenter.com>

Phone: +39 06 360937

Fax: +39 06 69190408

#### Additional information

This ADR entity was first notified by **Italy**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services

#### B. The entity is competent for disputes initiated by

Consumers against traders (**C2B**)

#### C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia

- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

### 3. PROCEDURE

#### A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

<b>Fees details:</b> Test
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#### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- Italian

The entity accepts submissions in the following languages:

- English
- Italian

#### C. Average length of the procedure (in days or months)

The procedure has an average length of **60 day(s)**

#### D. Conduct of the procedure

The procedure is done: **orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### E. Outcome of the procedure

The procedure is **non binding**.

#### F. Grounds for refusal

- The dispute is frivolous or vexatious
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### 4. HISTORY

- ACCEPTANCE - ADR Center srl (Version 1 - Current one)

Creation date: 2017-10-06 17:20:55 Modification date: 2017-10-06 17:21:03  
Notification date : 2017-10-06 17:21:03 Publication date: 2017-10-06 17:40:48

### Microsoft Corporation (Lithuania)

NOTIFIED - (Date of notification: 2017-04-25)

#### 1. CONTACT DETAILS

##### Address

Liepajas Iela 2  
36985 Bauska  
Lithuania

##### Contact information

Email address: gerda.morkeviciute@ext.ec.europa.eu  
Website: http://microsoft.com  
Phone: +4459632871  
Fax:

## Additional information

This ADR entity was first notified by **Lithuania**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Belgium
- Germany
- Latvia
- Lithuania
- Sweden

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

#### Fees details:

(EN)

*Microsoft is an American multinational technology company headquartered in Redmond, Washington, that develops, manufactures, licenses, supports and sells computer software, consumer electronics and personal computers and services.*

### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- Latvian
- Lithuanian

The entity accepts submissions in the following languages:

- English
- Latvian
- Lithuanian

### C. Average length of the procedure (in days or months)

The procedure has an average length of **95 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

### E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding upon agreement by one or both parties, or non-binding

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- Microsoft Corporation (Version 1 - Current one)

Creation date: **2017-04-25 16:28:50** Modification date: **2017-04-25 16:29:19**

Notification date : **2017-04-25 16:29:19** Publication date: **2017-04-25 17:55:54**

## Prekybos ir Kainu Kontroles Komisija (Lithuania)

NOTIFIED - (Date of notification: 2016-06-10)

## 1. CONTACT DETAILS

### Address

Basanaviciaus gatve 53  
36985 Vilnius  
Lithuania

### Contact information

Email address: Gerda.MORKEVICIUTE@ext.ec.europa.eu

Website: <http://www.urm.lt>

Phone: +370 649

Fax:

### Additional information

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

### B. The entity is competent for disputes initiated by

Both (C2B and B2C)

C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

3. PROCEDURE

A. Fees

No fees have to be paid by the consumer

Fees **have to** be paid by the trader

Fixed fee

**Fees details:**  
(EN)  
50 EUR

B. Language(s)

The entity is handling the procedure in the following languages:

- English
- Lithuanian

The entity accepts submissions in the following languages:

- English
- Lithuanian

C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

E. Outcome of the procedure

The procedure is binding upon agreement by one or both parties

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

4. HISTORY

- Prekybos ir Kainu Kontroles Komisija (Version 2 - Current one)

Creation date: 2016-06-10 11:57:45 Modification date: 2016-06-10 11:57:54  
Notification date : 2016-06-10 11:57:55 Publication date: -

- Prekybos ir Kainu Kontroles Komisija (Version 1)

Creation date: 2016-06-08 15:28:41 Modification date: 2016-06-10 11:57:45  
Notification date : 2016-06-08 15:29:19 Publication date: 2016-06-13 10:55:08

## 1. CONTACT DETAILS

### Address

Rotušės a. 20  
37143 Vilnius  
Lithuania

### Contact information

Email address: gerda.morkeviciute@ext.ec.europa.eu  
Website: http://lietuva.lt  
Phone: +370 68411569  
Fax:

### Additional information

This ADR entity was first notified by **Lithuania**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services

### B. The entity is competent for disputes initiated by

Both (C2B and B2C)

### C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Variable fee

Fees **have to** be paid by the trader

Variable fee

Fees details:  
(EN)  
♥♥♥♥♥♥♥♥♥♥  
SINGAPORE – The big question in Asian countries right now is what lesson to take from Donald Trump's victory in the United States' presidential election, and from the United Kingdom's Brexit referendum, in which British voters opted to leave the European Union. Unfortunately, the focus is not where it should be: geopolitical change. Instead, for the most part, economic narratives have prevailed: globalization, while improving overall wellbeing, also dislocates workers and industries, and generates greater income disparity, creating the anxious electorates that backed Brexit and Trump. An alternative narrative asserts that technological advances, more than globalization, have exacerbated economic inequalities, setting the stage for political disruptions in developed countries.  
♥♥♥♥♥♥♥♥♥♥

The Trump Enigma

John Andrews asks whether Carl Bildt, Joschka Fischer, Ana Palacio, and other *Project Syndicate* commentators are right to be so uneasy about the incoming US administration.

In either case, policymakers in emerging countries have identified inequality as a major problem, and rallied around efforts to improve social mobility, lest globalization and new technologies displace their middle and working classes, and clear a path for their own versions of Trump and Brexit. For Asian countries, the policy prescription is clear: take care of disadvantaged populations and provide retraining and new employment opportunities for displaced workers. Of course, all societies should look out for their poorest members and maximize social mobility, while also rewarding entrepreneurship and challenging people to improve their lot. But focusing on such policies would not address the public disaffection underlying the populist uprising, because inequality is not its root cause. Feelings of lost control are. Even if countries closed their domestic income and wealth gaps and ensured social mobility for all their citizens, the forces fueling public dissatisfaction around the world today would remain. Consider the US, where the inequality narrative's poster child has become the displaced, older, less-educated, white working-class male. Many people credit these voters for Trump's victory, but the poster-child cohort did not actually have the biggest impact on the election outcome. According to [exit polls](#), Trump won 53% of white male college graduates, and 52% of white women (only 43% of the latter group supported Clinton); he won 47% of white Americans between the ages of 18 and 29, compared to 43% for Clinton; and he beat Clinton by 48% to 45% among white college graduates overall. These Trump supporters do not fit the stereotype at the center of the economic narrative. Meanwhile, more than half of the 36% of Americans who earn less than \$50,000 annually voted for Clinton, and of the remaining 64% of voters, 49% and 47% chose Trump and Clinton, respectively. Thus, the poor were more favorable toward Clinton, and the rich toward Trump. Contrary to the popular narrative, Trump does not owe his victory to people who are most anxious about falling off the economic ladder.  
♥♥♥♥♥♥♥♥♥♥

B. Language(s)

The entity is handling the procedure in the following languages:

- English
- Icelandic
- Norwegian

The entity accepts submissions in the following languages:

- English
- Icelandic
- Norwegian

C. Average length of the procedure (in days or months)

The procedure has an average length of **90 day(s)**

D. Conduct of the procedure

The procedure is done: **in writing, orally**

The entity requires the physical presence of the parties and/or their representative in some cases

E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

4. HISTORY

- Tarptautinių Santykių Instituto Teisinis Departamentas (Version 1 - Current one)

Creation date: 2016-12-21 12:41:35 Modification date: 2016-12-21 15:00:57  
Notification date : 2016-12-21 15:00:57 Publication date: 2016-12-21 16:22:20

Accessibility ADR (Luxembourg)

NOTIFIED - (Date of notification: 2017-02-15)

1. CONTACT DETAILS

Address

Highstreet  
1000 Bruxelles  
Belgium

Contact information

Email address: Carmen.TODORUT@ext.ec.europa.eu  
Website: <http://accessibility.be>  
Phone: 00322241233211



## Additional information

This ADR entity was first notified by **Luxembourg**

## 2. TYPE AND SECTOR OF DISPUTES

### A. The entity is competent for disputes in the following sectors

- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other

### B. The entity is competent for disputes initiated by

Consumers against traders (**C2B**)

### C. The entity is competent for disputes against traders established in

- Austria
- Belgium
- Bulgaria
- France
- Germany
- Hungary
- Luxembourg

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Variable fee

#### Fees details:

The consumer has to pay a fix fee of 10 euro. The trader has to pay a variable fee. It can be an amount between 2% and 20% of the requested reimbursement, but not more than 500 euro.

### B. Language(s)

The entity is handling the procedure in the following languages:

- English
- French
- German
- Hungarian

The entity accepts submissions in the following languages:

- English
- French
- German
- Hungarian

### C. Average length of the procedure (in days or months)

The procedure has an average length of **120 day(s)**

### D. Conduct of the procedure

The procedure is done: **in writing**

The entity **does not require** the physical presence of the parties and/or of their representative

### E. Outcome of the procedure

The procedure is binding on **consumers and traders**

### F. Grounds for refusal

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

## 4. HISTORY

- Accessibility ADR (Version 1 - Current one)

Creation date: **2017-02-15 10:49:49** Modification date: **2017-02-15 10:52:07**  
Notification date : **2017-02-15 16:01:59** Publication date: **2017-02-15 15:59:12**

## ADR entity SANCO (Norway)

NOTIFIED - (Date of notification: 2015-11-09)

### 1. CONTACT DETAILS

#### Address

hjihj  
1102 OSLO  
Norway

#### Contact information

Email address: [sante@europa.ec.eu](mailto:sante@europa.ec.eu)  
Website: <http://www.sante.ec.eu>  
Phone: 455445  
Fax: 455445545

#### Additional information

This ADR entity was first notified by **Norway**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses
  - Other
- Energy and Water
  - Water

- Electricity
- Gas
- Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Norway

## 3. PROCEDURE

### A. Fees

Fees **have to** be paid by the consumer

Fixed fee

Fees **have to** be paid by the trader

Fixed fee

#### Fees details:

This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to, which I would suggest, or you can choose to read it all again. This rather long paragraph consists of exactly 4,000 characters. Spaces, punctuation marks and carriage returns do count. With regard to those spaces, note that if you typically type a double-space at the end of a sentence as I do before beginning a new sentence in the same paragraph, the second space will be deleted automatically, i.e., all but the first space will be ignored. The total number of words in this paragraph is 733 and the average word length is 4.4 characters. The average number of words per sentence is 22. At the end of this paragraph is simply the alphabet starting with the letter A and ending with the letter H, in bold, to make it come out to exactly 4,000 characters and so you'll know when to stop scrolling down in order to see how big 4,000 character is if you want to add a message to the guestbook. Whew. This paragraph begins to repeat at this point, so you can stop reading now if you want to,

which I would suggest, or you can choose to read it all again. ABCDEFGH

## B. Language(s)

The entity is handling the procedure in the following languages:

The entity accepts submissions in the following languages:

## C. Average length of the procedure (in days or months)

The procedure has an average length of **3 day(s)**

## D. Conduct of the procedure

The procedure is done: **orally**

The entity **does not require** the physical presence of the parties and/or of their representative

## E. Outcome of the procedure

This entity might reach more than one type of outcome. It might be binding on **consumers and traders** , or non-binding

## F. Grounds for refusal

- The value of the claim is below or above the required threshold
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit

## 4. HISTORY

- ADR entity SANCO (Version 1 - Current one)

Creation date: **2015-11-04 11:25:52** Modification date:  
Notification date : **2015-11-09 11:26:59** Publication date: **2015-11-09 11:28:02**

## TRAINING - Dolnośląski Wojewódzki Inspektor Inspekcji Handlowej (Poland)

NOTIFIED - (Date of notification: 2017-11-10)

### 1. CONTACT DETAILS

#### Address

ul. Ofiar Oświęcimskich 15a  
50-059 Wrocław  
Poland

#### Contact information

Email address: [ec-odr@ec.europa.eu](mailto:ec-odr@ec.europa.eu)  
Website: <http://wiih.ibip.wroc.pl/public/>  
Phone: 71 344 20 38  
Fax: 71 344 20 38

#### Additional information

This ADR entity was first notified by **Poland**

### 2. TYPE AND SECTOR OF DISPUTES

#### A. The entity is competent for disputes in the following sectors

- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food- processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Information and communication technology (ICT) goods
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care
  - Cosmetics and toiletries for personal care
  - Jewellery, silverware, clocks, watches and accessories
  - Baby and child care articles
  - Cleaning and maintenance products, articles for cleaning and non-durable household articles
  - Other
- Education
  - Schools
  - Language, driving instruction and other private courses

- Other
- Energy and Water
  - Water
  - Electricity
  - Gas
  - Other energy sources
- Financial Services
  - Financial Services - Payment account and payment services
  - Financial Services - Credit (excluding mortgage/home loans)
  - Financial Services - Mortgages / Home loans
  - Financial Services - Savings
  - Financial Services - Other
  - Investments, pensions and securities
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
  - Non-life Insurance - Health, accident and other
  - Insurance - Life
  - Insurance - Other
- General Consumer Services
  - Real estate services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - House cleaning services
  - Personal care services
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Legal services & accountancy
  - Funeral services
  - Child care
  - Pet services
  - Other
- Health
  - Prescribed medication
  - Over-the-counter medication
  - Medical devices and other physical aids used by patients
  - Health services
  - Retirement homes and home care
  - Other
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Gambling, lotteries
  - Other leisure services
- Postal services and electronic communications
  - Postal services & couriers
  - Fixed telephone services
  - Mobile telephone services
  - Internet services
  - Television services
  - Other communication services
- Transport services
  - Tram, bus, metro and underground
  - Railways
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Transport infrastructure services
  - Rental services
  - Other
- Other
  - Other (Includes both goods and services)

## B. The entity is competent for disputes initiated by

Both (C2B and B2C)

## C. The entity is competent for disputes against traders established in

- Croatia
- Hungary
- Ireland
- Italy
- Poland
  - Dolnośląskie
- Slovenia

## 3. PROCEDURE

### A. Fees

No fees have to be paid by the consumer

No fees have to be paid by the trader

### B. Language(s)

The entity is handling the procedure in the following languages:

- Polish

The entity accepts submissions in the following languages:

- Polish

### C. Average length of the procedure (in days or months)

The procedure has an average length of **40 day(s)**

### D. Conduct of the procedure

The procedure is done: **orally**

The entity requires the physical presence of the parties and/or their representative in some cases

#### **E. Outcome of the procedure**

The procedure is **non binding**.

#### **F. Grounds for refusal**

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution body or by a court
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit
- Dealing with the dispute will seriously affect the functioning of the dispute resolution body

### **4. HISTORY**

- TRAINING - Dolnośląski Wojewódzki Inspektor Inspekcji Handlowej (Version 1 - Current one)

Creation date: **2017-11-10 15:30:39** Modification date: **2017-11-10 15:53:40**  
Notification date : **2017-11-10 15:53:40** Publication date: **2017-11-10 17:11:13**