

## When can my case be handled by the Consumer Mediation Service?

### 1. Your request must be complete

Important information:

- ✓ Did I leave my name, first name, date of birth, full address, telephone number and if applicable, my e-mail address?
- ✓ Did I describe my case sufficiently clearly?
- ✓ Did I add all the necessary information to my complaint: receipt, contract, statements, order form, delivery note, invoice,
- ✓ Did I add all the elements in the exchange of contacts and information, between me and the trader?
- ✓ Do I have clear expectations with regard to the Consumer Mediation Service? What is my specific proposal for a solution to my problem?
- ✓ If I am represented by a third party: Did I add a power of attorney for that third party to my complaint form in order to ensure that that party can represent me directly in the Consumer Mediation Service?

### 2. Your request must meet various conditions for admissibility

The Consumer Mediation Service will refuse your request if:

- ✓ Your case was not previously submitted to the company.
- ✓ Your case was lodged with the company more than one year ago.
- ✓ Your case is anonymous or we are unable to identify the other party.
- ✓ Your case is made up, hurtful or dishonourful;
- ✓ Your case is already the subject of a legal action or has already been submitted to another qualified entity.
- ✓ The handling of your case would seriously jeopardize the functioning of the Consumer Mediation Service.
- ✓ Your case is incomplete