

AMICABLE SETTLEMENT OF DISPUTES - CONSUMER MEDIATION

In accordance with the provisions of articles L 611-1 and R 612-1 et seq. of the Consumer Code concerning the amicable settlement of disputes: When the consumer has sent a written complaint to the professional and has not obtained satisfaction or response within two months, he can submit his complaint free of charge to the consumer mediator.

The mediator must be contacted within a maximum period of one year from the initial complaint.

The MCP MEDIATION mediator can be contacted directly online at the following address:
www.mcpmediation.org

or by mail CONSUMER MEDIATION & HERITAGE - 12 Square Desnouettes - 75015 PARIS

Philippe Trémain

Manager of MCP Médiation

Mediation of Consumption & Heritage
Entity referenced by the CECMC

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