



ALTERNATIVE DISPUTES CONSUMER RESOLUTION

In accordance with the law no. 144/2015, from September 8th of 2015, we disclose all the Entities for the Alternative Dispute Resolution that may be contacted in the event of a conflict, by purchasing a product or service referenced on this website.

To note that when necessary, this solution compared with the court is usually faster, with less protocol and it's less expensive.

Therefore, if you are unsatisfied and if you wish to state your situation, you may do so by contacting an Alternative Dispute Resolution Entity.

Alternative Resolution Entities in the case of Consumer Disputes:

CASA –Automobile Sector Arbitration Center

www.arbitragemauto.pt;

Lisbon Consumer Conflict Arbitration Center

www.centroarbitragemlisboa.pt;

Consumer Conflict Arbitration Center at Vale do Ave / Vale do Ave Arbitral Court

www.triave.pt;

CIAB - Center for Consumer Information, Mediation and Arbitration (Consumer Arbitral Court)

www.ciab.pt;

CIMPAS - Information, Mediation and Insurance Center

www.cimpas.pt;

CNIACC - National Information Center and Consumer Conflict Arbitration

www.arbitragemdeconsumo.org;

Coimbra District Consumer Conflict Arbitration Center

www.centrodearbitragemdecoimbra.com;

Algarve Consumer Conflict Information, Mediation and Arbitration Center

www.consumoalgarve.pt.

For more information go to the Consumer Portal at

www.consumidor.pt.