

Dispute Resolution

In accordance with and in compliance with the provisions of Law No. 144/2015, of 08.09, GLOMARKET - IMPORTAÇÃO & EXPORTAÇÃO LDA. provides the necessary information so that the consumer customer can exercise his right of complaint with an official, third and impartial entity that will help him to resolve the dispute in question.

Alternative dispute resolution is the possibility that all consumers have at their disposal to resort to official entities that help them in the resolution, or guidance of any conflict, before opening litigious processes in the Courts.

As a rule, the procedure can be described as follows:

- 1) The consumer customer asks an impartial third party to act as an intermediary between you and the supplier or service provider that is the target of your complaint.
- 2) The intermediary can suggest a solution to your complaint, impose a solution on both parties or bring the parties together to find a solution.

Alternative dispute resolution can be translated into "mediation", "conciliation" or "arbitration".

Alternative dispute resolution is, as a rule, less expensive, less formal and faster than the judicial process.

Thus, in the event of a dispute, the consumer customer may resort to an Alternative Dispute Resolution Entity for consumption. GLOMARKET - IMPORTAÇÃO & EXPORTAÇÃO LDA. provides the following contact:

CNIACC - National Center for Consumer Conflict Information and Arbitration

Address: Rua D. Afonso Henriques, 1, 4700-030 Braga

E-mail: geral@cniacc.pt

Phone: 253 619 107

Opening hours: 9H00 - 16H00

Web: <https://www.cniacc.pt/en/>

For more information:

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

<http://www.ciab.pt/pt/>

or please access the Consumer Portal at <https://www.consumidor.gov.pt/>