

Litigation policy

The European Union has created a website to support consumers in submitting their complaints about any dispute they are involved in. In this context, CUTPLANT SOLUTIONS SA makes available all the information so that you can exercise your right to complain to an official, third-party and impartial entity («dispute resolution entity») that will help you to resolve the dispute in question. . So, if you are dissatisfied with the purchase of a good or service, or with the solution presented by us to resolve the situation, you can access this official website

<https://webgate.ec.europa.eu/odr/main/?event =main.home.show> and raise your objection. What is alternative dispute resolution? Alternative dispute resolution is the possibility that all consumers have at their disposal to appeal and official entities that help them in the resolution, or guidance of any conflict, before opening litigation in the Courts. As a general rule, the procedure is as follows: the customer asks an impartial third party to act as an intermediary between him and the merchant who is the subject of his complaint. The intermediary can suggest a solution to your complaint, impose a solution on both parties, or bring the parties together to find a solution. You may know the concept of alternative dispute resolution by another name: 'mediation', 'conciliation', 'arbitration' or 'committee responsible for consumer disputes'. Alternative dispute resolution is, as a rule, less expensive, less formal and faster than the judicial route. CUTPLANT SOLUTIONS S.A. makes available the websites of some of these entities that may help you to present your arguments:

Suggestions for Alternative Dispute Resolution Entities

CNIACC – Centro Nacional de Informação e Arbitragem de Conflitos de Consumo
<http://www.arbitragemdeconsumo.org/>

CIAB – Centro de Informação, Mediação e Arbitragem de Consumo (Tribunal Arbitral de Consumo)
<http://www.ciab.pt/pt/>

CASA – Centro de Arbitragem do Sector Automóvel.
<https://www.arbitragemauto.pt>