

## MEDIATION OF CONSUMER DISPUTES

All consumers have the right to have recourse to a consumer ombudsman free of charge with a view to the amicable resolution of a dispute between themselves and a professional. To this end, the professional guarantees the consumer effective recourse to a consumer ombudsman scheme, pursuant to Articles L611-1 et seq. of the French Consumer Code, created by Order no. 2016-301 of 14 March 2016. You can find the sector ombudsman's contact details at <http://www.economie.gouv.fr/mediation-conso>.

Your sector ombudsman:

INFO\_CLIENT\_mEDIATEUR

