

## ANNEX

### **Information to be provided when submitting a complaint**

- (1) Whether the complainant party is a consumer or a trader;
- (2) The name and e-mail and geographical address of the consumer;
- (3) The name and e-mail, website and geographical address of the trader;
- (4) The name and email and geographical address of the complainant party's representative, if applicable;
- (5) The language(s) of the complainant party or representative, if applicable;
- (6) The language of the respondent party, if known;
- (7) The type of good or service to which the complaint relates;
- (8) Whether the good or service was offered by the trader and ordered by the consumer on a website or by other electronic means;
- (9) The price of the good or service purchased;
- (10) The date on which the consumer purchased the good or service;
- (11) Whether the consumer has made direct contact with the trader;
- (12) Whether the dispute is being or has previously been considered by an ADR entity or by a court;
- (13) The type of complaint;
- (14) The description of the complaint;
- (15) If the complainant party is a consumer, the ADR entities the trader is obliged to or has committed to use in accordance with Article 13(1) of Directive 2013/11/EU, if known;
- (16) If the complainant party is a trader, which ADR entity or entities the trader commits to or is obliged to use.