

Name of dispute resolution entity.

NetNeutrals EU, Ltd.

Contact details.

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Website address.

www.netneutrals.eu

Fees for Traders:

Administration and Management Annual Fee:

- i. Basic Fee, less than 100 disputes per year, is €100
- ii. Mid-range Fee, less than 2,000 disputes per year, is €1,500
- iii. High volume, over 2,000 disputes per year, is negotiated

Per Case Fee: €100 per case, payable by the trader.

Fees for Consumers:

The NetNeutrals EU Ltd process is free to consumers. In the event that an in-person dispute resolution session is requested by the consumer, a nominal fee may be charged for this service. This fee, if necessary, will be fully disclosed in advance.

Languages

NetNeutrals EU Ltd accepts consumer complaints in English, Spanish, and French. NetNeutrals EU Ltd procedure can be conducted in English, Spanish, and French.

Types of disputes

NetNeutrals EU Ltd accepts low value ecommerce disputes.

Sectors and Categories of disputes

NetNeutrals EU Ltd deals with low value ecommerce disputes and travel industry disputes (including aviation).

Physical Presence. Oral or Written Procedure

NetNeutrals EU Ltd does not require the presence of the parties, or their representatives. The procedure is a written procedure. Documents can be sent in by post or uploaded via the online forum.

Binding or non-binding nature of the outcome

NetNeutrals EU Ltd's ADR scheme is non-binding on the parties.