

## **Notification Template**

**The information set out below will be displayed on the EU ADR/ODR Portal in relation to each notified ADR entity**

**Name of ADR body:** Net Neutrals EU, Ltd.

### **1. Contact details:**

- **Address:** Johnstown Business Centre, Johnstown, Naas, Co. Kildare, W91 C99T, Ireland
- **Email address:** [cmclaughlin@netneutrals.eu](mailto:cmclaughlin@netneutrals.eu)
- **Website:** <http://www.netneutrals.eu>
- **Phone:** +353 1 5312836

### **2. Sectoral coverage**

- **ADR entity is competent to deal with disputes in the following Sector(s):**
- Consumer Goods
  - Food - Fruit and vegetables
  - Food - Meat
  - Food - Bread and Cereals
  - Food - Health food and nutrients
  - Food - Other
  - Non-alcoholic beverages
  - Alcoholic beverages
  - Tobacco
  - Clothing (including tailor-made goods) and footwear
  - House maintenance and improvement goods
  - Furnishings
  - Large domestic household appliances (including vacuum cleaners and microwaves)
  - Small domestic household appliances (including coffee machines and food-processing appliances)
  - Electronic goods (non-ICT/recreational)
  - Leisure goods (sports equipment, musical instruments, etc)
  - New cars
  - Second-hand cars
  - Other personal transport
  - Spares and accessories for vehicles and other means of personal transport
  - Fuels and lubricants for vehicles and other means of personal transport
  - Books, magazines, newspapers, stationery (excluding postal delivery)
  - Pets and pet goods
  - Electrical appliances for personal care

- Cosmetics and toiletries for personal care
- Jewellery, silverware, clocks, watches and accessories
- Baby and child care articles
- Cleaning and maintenance products, articles for cleaning and non-durable household articles
- Education
  - Language, driving instruction and other private courses
- Financial Services
  - Non-life Insurance - Home and property
  - Non-life Insurance - Transport
  - Non-life Insurance - Travel
- General Consumer Services
  - Construction of new houses
  - House maintenance and improvement services
  - House removal and storage
  - Cleaning, repair and hiring of clothing and footwear
  - Support, research and intermediary services
  - Maintenance and repair of vehicles and other transport
  - Funeral services
  - Child care
  - Pet services
- Leisure Services
  - Hotels and other holiday accommodation
  - Package travel
  - Travel agency services
  - Timeshare and similar
  - Restaurants and bars
  - Services related to sports and hobbies
  - Cultural and entertainment services
  - Other leisure services
- Postal services and electronic communications
  - Internet services
  - Television services
- Transport services
  - Tram, bus, metro and underground
  - Airlines
  - Taxi
  - Sea, river, other water transport
  - Rental services
- **ADR entity is competent for disputes against traders established in :**
  - Austria
  - Belgium
  - Bulgaria
  - Croatia
  - Cyprus
  - Czech Republic
  - Denmark

- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom

### 3. Procedures

- **Fee details (if any) :**
  - No fees have to be paid by the consumer
  - Fees **have to** be paid by the trader:

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.

- **Handle procedures in the following language(s) :** English, French and Spanish
- **Accept submissions in the following language(s) :** English, French and Spanish

- **Average length of the procedure (in days or months)**  
The procedure has an average length of : 90 days
  
- **Conduct of the Procedure**  
Is the procedure written / oral : Written  
Does the procedure require the physical presence of the parties and/or their representatives: No
  
- **Outcome of the procedure**  
Is the procedure binding / non-binding: The procedure is non-binding
  
- **Grounds for refusal by ADR body to deal with complaint :**
  - The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
  - The dispute is frivolous or vexatious
  - The complaint is being or has previously been considered by another dispute resolution body or by a court
  - The value of the claim is below or above the required threshold
  - The consumer has not submitted the complaint to the dispute resolution body within the required time limit
  - Dealing with the dispute will seriously affect the functioning of the dispute resolution body