

Alternative Dispute Resolution for Consumer Disputes

In the event that a consumer dispute arises between Pelikan and a consumer, originating from or related to a consumer contract, which cannot be resolved by mutual agreement, the consumer may submit a proposal to initiate alternative dispute resolution to an alternative dispute resolution entity (hereinafter referred to as "ADR entity") according to Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on the Amendment and Supplementation of Certain Laws (hereinafter referred to as the "ADR Act"). Alternative dispute resolution is a procedure conducted by an ADR entity according to the ADR Act, aimed at achieving an amicable settlement of the dispute between the parties. ADR entities are authorities and authorized legal persons according to §3 of Act No. 391/2015 Coll., whose updated list is available here.

The consumer can submit a proposal to initiate ADR, for example, at:

Slovenská obchodná inšpekcia ústredný inšpektorát

Odbor pre medzinárodné vzťahy a alternatívne riešenie spotrebiteľských sporov
Bajkalská 21/A, P.O. BOX č. 5
820 07 Bratislava
Slovakia

Address for electronic submissions:

adr@soi.sk

ars@soi.sk

www.soi.sk

The consumer can also use the online dispute resolution platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.