

## **Disputes resolution**

1.1. In the event of disputes between the Seller and a Consumer, PLUS COTONE srl guarantees from now on its participation in an attempt of friendly conciliation that each User can promote before RisolviOnline, an independent and institutional service provided by the Chamber of Arbitration of the Chamber of Commerce of Milan, which allows a satisfactory agreement to be reached with the help of a neutral and competent conciliator, in a friendly and safe way on the Internet. For more information on RisolviOnline regulations or to send a conciliation request, go to [www.risolvionline.com](http://www.risolvionline.com).

1.2. As an alternative to the conciliation attempt referred to in point 1.1 above, the Consumer also has the right to access the European Online Dispute Resolution Platform (the European ODR Platform) for the resolution of any dispute between the Seller and the Consumer. The European ODR Platform is developed and managed by the European Commission, in compliance with Directive 2013/11/EU and EU Regulation n. 524/2013, in order to facilitate independent, impartial, transparent, effective, rapid and fair out-of-court resolution of disputes concerning contractual obligations deriving from sales contracts or online services between a consumer resident in the Union and a professional established in the Union through the intervention of an ADR (alternative dispute resolution) that has adhered to it, selected from a special list available therein. For more information on the European ODR Platform or to initiate an alternative dispute resolution procedure relating to this contract through the European ODR Platform, access the following link: <http://ec.europa.eu/odr>. The Seller's e-mail address to be indicated in the European ODR Platform is: [marketing@pluscotone.it](mailto:marketing@pluscotone.it)

1.3. If the attempt at conciliation referred to in point 1.1 or 1.2 is not accepted or is unsuccessful, the dispute will be referred to the judge of the User's place of residence or domicile.