

**INFORMATION FORM ON THE OUT-OF-COURT BODIES
RESPONSIBLE FOR RESOLVING CONSUMER DISPUTES**

- Notification from the Clearing House in Iceland -

PARTICULARS OF THE BODY:

The Consumer's Association's, the Icelandic House owner's Association, the Federation of Icelandic Industries and the Icelandic Carpenter's Association out-of-court dispute settlement committee.

Secretariat:

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STRUCTURE:

The deciding committee is composed of five participants, one appointed by The Consumers Association, one appointed by The House owners Association, two appointed by the Federation of Icelandic Industries Retailers Association and one appointed by the Minister of Commerce who also acts as the chairman of the committee and must have a degree in law. Alternates shall be appointed for each participating member of the committee.

Incompetence for individual case handling and dismissal of participants is governed by the Icelandic Administration Act of 1993. The statutes of the committee comply with the principles of the EU Council Recommendation 98/257/EC.

POWERS:

The dispute settlement committee handles and gives decisions in disputes between consumers concerning purchase of products and/or service from members belonging to the Federation of Icelandic Industries or the Icelandic Carpenter's Association.

PROCEDURE:

It is required that the consumer has prior to the submission of the complaint to the committee, has tried to resolve the dispute with the seller in writing without unnecessary delay.

The consumer shall fill out and hand in a complaint form to be handed over to any of the offices of the participants of the committee in the Icelandic language

or other language if agreed by the committee, as well as all documents that substantiate the complaint. It is thus a written procedure although the committee can decide in exceptional circumstances to have experts and/or parties to the dispute meet with the committee in oral proceedings.

The complaint shall be sent to the seller along with all relevant information. The seller has 14 days to reply.

The committee can dismiss a complaint if it considers it necessary to get a decision from a court or if the complaint is evidently ill founded. If an agreement is not reached or the sellers do not reply the committee resolves the complaint is handled and a decision given on the basis of the relevant documentation at hand. The committee's decision is valid when all participants or alternates are present and take part in the decision. If there is a disagreement within the committee the majority rules.

COSTS:

The consumer only has to pay a moderate fee for the complaint handling (aprox. 35 - 50 Euro). If the committee hands in a decision in favour of the consumer it is the will of the members of the committee that the consumer gets the complaint fee reimbursed by the seller.

NATURE OF THE DECISION:

The decision is binding for the seller if he has not rejected the decision within 30 days from the date of the decision. The committee's decision never excludes the consumer's right to take the dispute to court.

ENFORCEMENT:

After the committee has decided on the dispute both parties receive the decision in writing for fulfillment. However, the committee's employee (secretariat) can provide assistance and act as an intermediary to carry out the decision.