

In accordance with Article L. 612-1 of the Consumer Code, the consumer, subject to Article L.612.2 of the Consumer Code, has the right to submit a request for amicable resolution by mediation, within a period of less than one year from his written complaint to the professional.

TAILPIED-SABINE has designated, by membership registered under number **54002/VM/2411**, SAS Médiation Solution as a consumer mediation entity.

To contact the mediator, the consumer must submit his request:

- Either in writing to: Sas Médiation Solution - 222 chemin de la bergerie 01800 Saint Jean de Niost
- Or by email to: contact@sasmediationsolution-conso.fr
- Or by completing the online form entitled "Contact the mediator" on the website : <https://www.sasmediationsolution-conso.fr>

Whatever the means of referral used, the request must imperatively contain:

- The postal, telephone and electronic contact details of the applicant,
- The name, address and registration number with Sas Médiation Solution, of the professional concerned,
- A brief statement of the facts,
- Copy of the prior complaint,
- All documents allowing the request to be processed (purchase order, invoice, proof of payment, etc.)