

Dispute Resolution and Access to Online Dispute Resolution

We are sure that you will have total satisfaction from your purchase. However, Modere makes every effort to settle a complaint with respect for your statutory rights and within the shortest delay possible. You can send us any complaint via the [contact](#) form on the website or via e-mail to service@modere.eu. If you prefer to write us a letter, our address is Modere Europe BVBA, Telecomlaan 9, 1831 Diegem, Belgium. You can find our toll free and payable numbers in our [FAQ](#).

However, should you consider that a dispute related to your purchase was not resolved satisfactorily by Modere, we must inform you of alternative dispute resolution (ADR) services for consumers. For purposes of ADR consumers are defined as natural persons who are acting outside their trade, business, craft or profession. However, if the contract is concluded for purposes partly within and partly outside the person's trade, and the trade purpose is so limited as not to be predominant in the overall context of the supply, that person should also be considered as a consumer. Consumers in the United Kingdom should contact the [Direct Selling Association](#) which operates a dispute resolution service. For details of this and of the DSA's Codes of Practice, contact Direct Selling Association, Unit 14 Mobbs Miller House, Christchurch Road, Northampton NN1 5LL, tel. 01604 62 57 00, email: office@dsa.org.uk, or visit the DSA website www.dsa.org.uk. Consumers in France should contact the [Fédération de la Vente Directe, Commission Paritaire de Médiation de la Vente Directe](#), 100, avenue du Président Kennedy, 75016 Paris, Tel.: 01 42 15 30 00, e-mail: info@fvd.fr. Modere is a member of these organisations and abides by their respective Codes of Conduct. Their decision is binding to Modere. Consumers who are resident in another EU member country than the United Kingdom and France who purchased from us online may opt to file their complaint via the [EU Online Dispute Resolution Platform](#) which links to individual national ADR sites in the EU. You can submit your dispute in one of the official languages of the EU. Modere is not committed to handle its consumer complaints via national ADR entities.