

Vinted Mediation Scheme

Application Form

What is this Application for?

This application form is for a User ("the User") to submit a complaint against Vinted Platform Limited ("Vinted") by way of a voluntary, non-binding adjudication process (Mediation).

- The Scheme provides an informal and independent way of mediating disputes.
- The User may apply if they have not been able to resolve the complaint directly with Vinted.
- The application form will ask you for the details needed to understand what your dispute is about and what you would like Vinted to do to resolve it.
- Any recommendation(s) made by the Mediator in their decision will be non-binding. The implementation of any recommendation(s) made by the Mediator will be at the sole discretion of Vinted.

What do I need to do?

- Please read the Scheme Rules carefully before you fill in and return this form.
- You must complete and submit this application form to CEDR after receiving a final response from Vinted if you remain dissatisfied with the solution provided. Your application will be rejected if it is submitted after 12 months.
- This process is conducted entirely in writing.
- Fill in the application form as thoroughly as you can, and supply all evidence that you wish to rely on. This may take you some time, but it will help the Mediator to assess your dispute fairly.
- If you wish, you can provide further information and/or evidence within 3 working days of submitting this form.

Before you can make an application, please note the following:

- The User must have received a final response from Vinted, and still be dissatisfied with the solution provided.
- This application form must correctly detail the issues in dispute and recommendations sought by the User.
- The User must read and understand the Scheme Rules in their entirety.
- Ensure you have understood the mediation process fully, noting that decisions are final and not subject to any appeal or review.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print etc.). If you require assistance in completing this form, please contact CEDR via the email address. There is no over the phone assistance by CEDR for this scheme.

By email: applications@cedr.com

1. About you (the User)

Please give us your details.

Full name:

Company/Organisation name:
(if applicable)

Registered Address:

Country:

E-mail address:

2. Vinted

Your email address connected
with your Vinted account, or the
username of your Vinted
account:

Date of final response:

3. Representation

If you want a representative to act on your behalf throughout the process of this case, please give details of that representative below. If you do not have a representative, go to part 4.

If you nominate a representative below, all correspondence regarding this dispute will be sent to that representative.

Full name:

Company/Organisation name:
(if applicable)

Registered Address:

Country:

E-mail address:

To be signed by the User

I hereby give my authority for the above-named person/organisation to represent me:

Signature:

Print name:

Date:

4. Issues in dispute

In the space below, please explain the precise issues in dispute between the User and Vinted. If the issues involve a transaction on Vinted, please include information regarding the item name, transaction number and the username of the other member involved in the transaction



5. What recommendation(s) would you like the Mediator to make?

The Mediator can make one or more recommendations that Vinted take action. Any recommendation(s) made by the Mediator are non-binding.

Please specify in the box below what recommendation(s) you would like the Mediator to make.

6. Declaration

Please read the statements below and tick **all the boxes** before signing this form.

I confirm I have exhausted Vinted's appeal process or I am in the situation where the issue I've submitted to Vinted's support services has been closed and I remain dissatisfied with the resolution provided.

I apply to CEDR to appoint a Mediator to assess this dispute and reach a decision in accordance with the Scheme Rules.

I have the authority to commit to this Mediation.

☐ I understand that Mediator's decision is final and not subject to any appeal.

I understand that it is my responsibility to read and understand the Scheme Rules.

I understand that I must provide evidence in support of my case, even if I have previously sent it to Vinted.

I fully understand that Vinted does not need to accept the recommendations made by the Mediator in relation to my case under any circumstances.

I understand that putting a dispute through the Scheme does not remove the User's duty to pay Vinted any amounts that are due and that are not disputed.

I confirm that this dispute has not been the subject of a court judgment.

The General Data Protection Regulation (GDPR) and the UK data protection legislation apply to the Scheme, and all data submitted to CEDR with regard to cases may be shared with Vinted including all personal data. I hereby consent to my data being used for the purpose of resolving the case.

I understand this process is fully done in writing only and there is no phone contact with CEDR or the Mediator, under any circumstances.

Signature:

Print name:

Date:



IMPORTANT:

SAVE A COPY OF THIS PDF ON YOUR PC BEFORE COMPLETING AND UPLOADING THIS FORM.

IF YOU COMPLETE THIS FORM IN YOUR BROWSER YOU WILL NOT BE ABLE TO SAVE IT AND IT WILL APPEAR BLANK WHEN UPLOADED.