

## Amazon Platform to Business Mediation Scheme

### Application Form

#### What is this Application for?

- This application form is for a business user ("the User") to submit a complaint against Amazon Services Europe SARL or a company affiliated with Amazon Services Europe SARL ("Amazon") 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 Amazon.
- The application form will ask you for the details needed to understand what your dispute is about and what you would like Amazon 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 Amazon.

#### Before you can make an application, you must:

- This dispute has been referred to Amazon's complaints process and has exhausted that process.
- The User has received an access code from Amazon confirming that Amazon consents to this application being made to the Scheme.
- This application form must correctly detail the access code that the User was provided with by Amazon, the date on which that access code was provided, the precise issues that are in dispute, and the recommendation(s) that the User is requesting the Mediator to make.
- The application must be submitted to CEDR no later than 30 calendar days after the User received the access code.
- The User must read and understand the Scheme Rules.
- Ensure you have understood the mediation process fully.

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, another language, etc.). If you require assistance in completing this form please contact CEDR:

**By telephone:** +44 (0)20 7520 3800 **By email:** [amazonp2b@cedr.com](mailto:amazonp2b@cedr.com)

**Website:** [www.cedr.com/mediation/amazon](http://www.cedr.com/mediation/amazon)

CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

## 1. About you (the User)

Please give us your details.

Full name:

Company/Organisation name:  
(if applicable)

Registered Address:

Country:

E-mail address:

## 2. Access Code

Amazon access code:

Date on which Amazon  
access code was provided:

Seller ID:

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## 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 Amazon.



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

The Mediator can make one or more recommendations that Amazon 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 completed a payment to CEDR of £245 + VAT (or €269 if within the EU), using the Payment form or directly via the online payment link **here**.
- ☐ 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 have tried to resolve this matter through Amazon's complaints process.
- ☐ I understand that it is my responsibility to pay GBP 245 plus VAT if the User's registered address is in the United Kingdom or EUR 269 if the User's registered address is in a European Union member state.
- ☐ 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.

- ☐ I understand that my claim may be unsuccessful and the fee not refundable.
- ☐ I understand that putting a dispute through the Scheme does not remove the User's duty to pay Amazon any amounts that are due and that are not disputed.
- ☐ This dispute has not been the subject of a court judgment.
- ☐ I understand that Amazon does not have to implement any recommendation(s) issued by the Mediator under any circumstances.
- ☐ I understand that the Mediator's decision cannot be reviewed or appealed under any circumstances.
- ☐ The General Data Protection Regulation (GDPR) applies to the Scheme, and all data submitted to CEDR with regard to cases may be shared with Amazon, including all personal data. I hereby consent to my data being used for these purposes.

Signature:

Print name:

Date:

Please tick this box if you require the outcome decision in another language.

If you have ticked the above box, please specify which language:

**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.**