

UPS Terms and Conditions of Carriage - Luxembourg

The French language version of the UPS Terms and Conditions of Carriage is the governing document. The English language translation is provided for convenience only.

1. Introduction

A. These terms and conditions (“terms”) set out the basis on which UPS will transport packages, documents and envelopes (“packages”) and palletised goods (“pallets”; pallets and shipments are together “shipments”). These terms are supplemented by the current applicable UPS Service and Tariff Guide (“the Guide”). The Guide contains important details about the services of UPS which the shipper should read and which form part of the agreement between UPS and the shipper.

B. Depending on the country where the shipment is presented to UPS for carriage, the term “UPS” will mean and the shipper’s contract will be with whichever of the following companies is applicable. That company will also be the (first) carrier of the goods for the purposes of the Conventions referred to in paragraph C.

Belgium – United Parcel Service Belgium SRL; France – United Parcel Service France SNC; Switzerland – United Parcel Service (Switzerland) SA; Luxembourg – United Parcel Service SARL, all of whom can be contacted c/o Avenue Ariane 5, 1200 Brussels, Belgium (although this shall not be taken in itself as electing domicile or as conferring jurisdiction on any court).

C. Where carriage by air involves an ultimate destination or stop outside the country of origin the Warsaw Convention may apply. The Warsaw Convention governs and in most cases limits the liability of carriers in respect of loss of or damage or delay to cargo. (For the purpose of these terms the phrase “the Warsaw Convention” means (i) the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw on 12th October 1929 or (ii) that Convention as amended or supplemented by any protocol or supplementary convention or (iii) the Montreal Convention 1999, whichever is applicable.) Notwithstanding any clause to the contrary, international carriage by road may be subject to the provisions of the Convention on the Contract for the International Carriage of Goods by Road signed at Geneva on 19th May 1956 (“the CMR Convention”).

D. A shipment may be carried via any intermediate stopping places that UPS deems appropriate. UPS may engage sub-contractors to perform services and contracts both on its own behalf and on behalf of its servants, agents and sub- contractors each of whom shall have the benefit of these terms.

E. In these terms, “Waybill” shall mean a single UPS waybill/consignment note or the information registered on a UPS shipping list with the same date, address, and level of service. All packages or pallets covered under a Waybill shall be considered a single shipment. Only UPS determines the selection of appropriate means of transportation.

2. Scope of Service

Unless any special services are agreed, and subject to these terms, the service to be provided by UPS is limited to the pick-up, transportation, customs clearance where applicable and delivery of the shipment. The shipper acknowledges that shipments will be consolidated with those of other shippers for transport and that UPS may not monitor the inbound and outbound movement of individual shipments at all handling centers.

UPS is not a common carrier and reserves the right in its absolute discretion to refuse carriage to any shipment tendered to it for transportation.

3. Conditions of Carriage

This section sets out various restrictions and conditions which apply to the carriage of shipments by UPS. It also explains what the consequences are of the shipper presenting shipments for carriage which do not meet

these requirements.

3.1 Service Restrictions and Conditions

Shipments must comply with the restrictions in paragraphs (i) to (iv) below.

- (i) Packages must not weigh more than 70 kilograms or exceed 274 centimeters in length or a total of 400 centimeters in length and girth combined. Pallets are subject to maximum size and weight limits that vary by origin and destination, and that are set out at www.ups.com.
- (ii) The value of any package shall not exceed the local currency equivalent of USD 50,000. In addition the value of any jewelry or watches, other than costume jewelry or costume watches, in a package shall not exceed the local currency equivalent of USD 500. The value of any pallet may not exceed the local currency equivalent of USD 100,000.
- (iii) Shipments must not contain any of the prohibited articles listed in the Guide including (but not limited to) articles of unusual value (such as works of art, antiques, precious stones, stamps, unique items, silver or gold), money or negotiable instruments (such as cheques, bills of exchange, bonds, savings books, pre-paid credit cards, share certificates or other securities), firearms and dangerous goods.
- (iv) Shipments must not contain goods which might endanger human or animal life or any means of transportation, or which might otherwise taint or damage, in any manner whatsoever, other goods being transported by UPS, or the carriage, export or import of which is prohibited by applicable law.
- (v) Pallets must be palletized, stackable, able to be lifted by forklift, and shrink-wrapped or banded to a skid.

The shipper shall be responsible for the accuracy and completeness of the particulars inserted in the Waybill and for ensuring that all shipments set out adequate contact details for the contact person for the shipper and receiver of the shipment and that they are so adequately packed, marked and labelled, their contents so appropriately described and classified and are accompanied by such documentation as may (in each case) be necessary to make them suitable for transportation and to comply with the requirements of the Guide and applicable law. Unless a different service level is clearly selected on the Waybill or other applicable UPS shipping documentation, shipments will be carried under the Express (or Express Freight) service (where available to the selected destination) and all applicable charges will be calculated accordingly.

The shipper guarantees that all shipments presented for carriage under these terms comply with the restrictions in paragraphs (i) to (v) above and have been prepared in secure premises, by him (in the case of an individual shipper) or by reliable staff employed by him or (where different) by the party tendering the shipment to UPS and have been protected against unauthorized interference during their preparation, storage and transportation to UPS. UPS relies on this guarantee in accepting any package for carriage hereunder. Any shipment that does not meet these requirements is excluded from transport.

3.2 Perishable and temperature sensitive goods will be transported provided that the shipper accepts that this is at its own risk. UPS does not provide special handling for such shipments.

3.3 Refusal and Suspension of Carriage

- (i) If it comes to the attention of UPS that any shipment does not meet any of the above restrictions or conditions or that any COD amount stated on a COD Waybill exceeds the limits specified in paragraph 8, UPS may refuse to transport the relevant shipment (or any shipment of which it is a part) and, if carriage is in progress, UPS may suspend carriage and hold the shipment (or any shipment of which it is a part) to the shipper's order.
- (ii) UPS may also suspend carriage if it cannot effect delivery, if the receiver refuses to accept delivery, if it is unable to effect delivery because of an incorrect address (after having used all reasonable means to find the correct address) or because the correct address is found to be in another country from the one set out on the shipment or Waybill or if it cannot collect amounts due from the receiver on delivery.
- (iii) Where UPS is entitled to suspend carriage of a shipment (or any shipment of which it is a part), it is also entitled to return it to the shipper at its own discretion.

3.4 The shipper must pay and indemnify UPS for any reasonable costs and expenses (including storage), incurred by UPS, any losses, taxes and customs duties UPS may incur and all claims made against UPS because (i) a shipment does not meet any of the restrictions, conditions or representations in paragraph

3.1 above, (ii) of any refusal or suspension of carriage or return of a shipment (or part thereof) by UPS which is allowed by this paragraph 3, or (iii) of a failure by the shipper to comply with these terms. In the case of the return of a shipment (or part thereof), the shipper will also be responsible for paying all applicable charges calculated in accordance with the prevailing commercial rates of UPS.

- 3.5 If the shipper tenders to UPS a shipment which fails to comply with any of the restrictions or conditions in paragraph 3.1 above without UPS' express written consent, UPS will not meet any loss howsoever arising which the shipper may suffer in connection with the carriage by UPS of such shipment (regardless of whether that failure to comply has caused or contributed to the loss and notwithstanding any negligence, except willful misconduct, of UPS or any negligence, including willful misconduct, of its employees, contractors or representatives) and, if UPS does suspend carriage for a reason allowed by these terms, the shipper shall not be entitled to any refund on the carriage charges it has paid. UPS may bring a claim in the event those conditions are not complied with in respect of such non-compliance.
- 3.6 If, having suspended carriage of a shipment (or any relevant part thereof) in accordance with these provisions, UPS is unable within a reasonable time to obtain the shipper's instructions on its disposition or to identify the shipper or any other person entitled to the goods (having if necessary opened the package), UPS shall be entitled to destroy or sell the shipment, at its absolute discretion. The proceeds of any such sale shall first be applied to any charges, costs or expenses (including interest) outstanding in respect of the shipment or otherwise from the shipper concerned. Any balance shall be held to the shipper's order.
- 3.7 Unless prohibited by law, UPS reserves the right, but is not obliged, to open and inspect, or scan by means of X-ray, any shipment tendered to it for transportation at any time.

4. Customs Clearance

When a shipment requires customs clearance, it is the shipper's obligation to provide, or to ensure that the receiver will provide, UPS with complete and accurate documentation for the purpose but UPS will unless instructed otherwise, act on behalf, at the expense and at the risk of the shipper or receiver in obtaining customs clearance. It is agreed that, in the case of shipments whose points of dispatch and destination are both within the same customs area, UPS only performs customs clearance if instructed to do so. The shipper also agrees that UPS may be considered as being the receiver of the package or shipment for the sole purpose of appointing a customs broker to carry out any customs clearance, in so far as allowed by law.

5. Payment

- 5.1 The rates for carriage and other services are set out in the Guide. If they are not paid before shipment, all charges must be paid within 7 days of receipt of invoice or within such other period as the shipper may have agreed in writing with UPS. UPS may verify the actual and/or dimensional weight of shipment and, if greater than the declared weight, invoice on such basis. Unless proved otherwise, an invoice shall be considered for this purpose to have been received three business days following the date of invoice.
- 5.2 If (a) UPS is required to pay any taxes, duties or levies on behalf of the shipper, receiver or a third party, (b) the selected billing option indicates that the receiver or a third party should pay any charges, or (c) any taxes, duties, penalties, charges or expenses are imposed, rightly or wrongly by government authorities, or incurred by UPS due to any circumstances, including any failure by the shipper or the receiver to provide correct information and documentation or any permits or licenses required in connection with carriage, the shipper shall be jointly and severally liable to UPS with the receiver and such third parties for such amounts. In each case where the selected billing option indicates payment is to be charged, at first, to the receiver or any third party, UPS will (without prejudice to the shipper's contractual liability for payment), first written demand payment of the relevant amount from the receiver and/or the third party. If the amount in question is not immediately paid to UPS in full by any of the above parties, the amount will be payable by the shipper on first written demand. In any other cases, the shipper hereby undertakes to pay the mentioned amounts to UPS at first request. UPS shall not be obliged to separately file a claim against the receiver or any third party for payment. In case of doubt, the burden of proving that the amount has been paid lies on the shipper.

- 5.3 Any sum payable to UPS which is overdue will, automatically and without need to any formal notice,

bear interest at the rate of 12% per year in Belgium, or 5% per year in Switzerland, equal to the legal interest rate applicable in Luxembourg and equal to three times the legal interest applicable in France, from the due date to the date UPS receives payment, whether before or after judgment. In addition UPS has the right to charge a late payment administration fee of maximum EUR 40 (CHF 44 in Switzerland) per invoice for supplementary administrative costs, surveillance of the debtors and trade nuisance.

In Belgium, moreover, without the need for any formal notice of default to be given to the debtor, the outstanding invoice amount is increased by 10%, with a minimum of EUR 75 as compensation for extra-judicial and other relevant claim costs, notwithstanding the right of the creditor to seek compensation for costs incurred for any claim brought before a court.

- 5.4 If any sum is not paid by the shipper, receiver or some other party obliged to pay the price of the shipment under these terms, UPS may hold any shipments it is carrying (or part thereof) until it receives payment in full or to sell them and use the proceeds to make good the debt to it in accordance with applicable local law. Any unpaid balance will remain payable.
- 5.5 UPS' rates for carriage set out in the Guide are calculated only for the carriage of shipments which do not exceed in value the local currency equivalent of the amount set forth in paragraph 3.1 (ii) (or other applicable value, if lower). In the event that UPS is informed that it has carried a shipment without UPS' express written consent, exceeds this value, then, in addition to the otherwise applicable rates and charges and any other remedies under these terms, an additional carriage charge equivalent to 5% of the value mentioned in paragraph 3.1 (ii).

6. Force Majeure

If UPS is unable to start or continue with carriage of the shipper's shipment due to an event or circumstance beyond its control, or any consequence of that event or circumstance, regardless of whether it was foreseeable, UPS will not be in breach of its agreement with the shipper but will take such steps that are commercially reasonable in the circumstances to commence or continue the carriage. Examples of events or circumstances beyond UPS' control are disruption to air or ground transportation due to bad weather, fire, flood, war, hostilities, civil disturbance, acts of government or other authorities (including, without limitation, customs) and labor disputes or obligations affecting UPS or some other party and situations presenting a significant safety risk to the employees, shipments or vehicles of UPS or its contractors.

Any regulatory changes, including the organization of transport, customs, the free movement of persons and goods, and any disruption of transport, whatever it may be, following the United Kingdom's exit from the European Union should be considered a case of force majeure exempting UPS of any responsibility.

7. Money Back Guarantee

For certain services and destinations, UPS offers a money back guarantee on the shipping charges. Details of its applicability, terms and conditions and of the corresponding delivery and latest pick up time for the relevant destination and service are as set out in the Guide and on the UPS website (www.ups.com), each as current at the time the goods are accepted for carriage, and can also be confirmed by contacting the shipper's local UPS call center. For the avoidance of doubt, the liability of UPS under the money back guarantee is limited to the above and the guarantee does not otherwise constitute any form of undertaking or representation that the shipment will arrive by any particular time. No claim can be made to any form of compensation other than those provided for in these general conditions.

8. Collect on Delivery (COD)

For certain destinations as advised by the local UPS call center, UPS offers a COD service on payment of an additional charge as set out in the Guide. If the shipper makes use of this service, subject to the provisions set out below (including those relating to currency conversion) UPS will collect on behalf of the shipper the COD amount stated on the Waybill. This service is not available for pallets. COD amount must be specified on the Waybill. It must only be expressed in either EUR or, if different, the currency of the country of destination. If any of the COD amounts specified on the Waybill in EUR, collected from the receiver and/or paid to the shipper are in a different currency from than in EUR, UPS can accept cash or checks. The conversion(s) will be made at such

exchange rate(s) as UPS may reasonably determine.

UPS does not accept responsibility for any currency exchange risks.

8.1 Cash COD – Where UPS is instructed on the Waybill in accordance with applicable UPS guidelines to accept cash only, UPS will collect only cash, in the currency of the country of destination. Where cash is collected, the maximum amount collectible in that form on behalf of a shipper shall be the local currency equivalent of USD 5,000 per receiver per day. Notwithstanding the previous rule, the amount collectible in cash on behalf of a shipper from receivers located in the following countries for COD shipments may not exceed the respective amounts per receiver per day: Belgium: EUR 3,000; Spain: EUR 1,000; Greece: EUR 499; Portugal: EUR 1,000; Italy: EUR 2,000; France: EUR 1,000; Germany: EUR 3,500; Austria: EUR 3,500; Denmark: DKK 20,000; Romania: RON 10,000 for individuals, RON 5,000 for legal entities; Sweden: SEK 3,000, Poland: 15,000 PLN; United-Kingdom: GBP 2,500; Switzerland: CHF 3,500. If the shipper specifies a COD amount that exceeds these limits, UPS will automatically be entitled to accept cheques for the whole or any part of that amount.

Further limitations may apply in certain countries from time to time; details of such limitations will be set out either in the Guides or at the UPS Website (www.ups.com).

If the sender indicates a COD amount greater than these limits, UPS will ipso facto be authorized to accept checks for all or part of this amount.

8.2 COD payment per cheque – If the Waybill does not clearly instruct UPS to accept only cash, UPS may accept payment either by cheque made out to the shipper that is recognized in the country of destination of the shipment or in cash (subject to the restrictions in section 8.1). Where payment by cheque, the maximum amount collectible by UPS shall not exceed the equivalent of 50,000 USD per package (or other applicable value, if lower). Where UPS is permitted to accept a cheque, it may collect a cheque denominated in either EUR or, if different, the local currency of the country of destination.

8.3 Payment of Collected COD Amounts – Where UPS collects cash or cheques, UPS will pay to the shipper an equivalent amount in the local currency of the country where the shipment was presented to UPS for transportation. If the currency differs from that of the amount collected, UPS may convert the amount collected at such exchange rate as it reasonably determines. UPS may make such payments of COD amounts by either wire transfer to any bank account notified to UPS by the shipper or issuing a cheque in favor of the shipper.

Any cheques in favor of the shipper, issued either by UPS as set out above or by the receiver and collected by UPS pursuant to Section 8.2, may either be forwarded to the shipper by regular mail at the shipper's risk or handed over to the shipper or to any other person appearing to have authority to accept the cheque on the shipper's behalf.

8.4 In the event of non-receipt by the shipper of the due COD amounts, the shipper must notify UPS in writing within 45 days of the date of delivery.

8.5 The shipper will be responsible for all losses, expenses and any claims made against UPS by the receiver or a third party, where UPS cannot deliver a shipment because the receiver refuses to pay the COD amount in the appropriate form or refuses to accept the relevant shipment.

8.6 The liability of UPS in respect of the COD amounts to be collected shall not exceed the lesser of these three amounts: the applicable maximum COD amount collectible under these terms, the COD amount indicated on the Waybill, or the real value of the goods handed to UPS in view of their COD delivery. Further, the COD amount shall not in any event exceed the value of the goods plus applicable carriage charges. For the avoidance of doubt a COD amount does not constitute declaration of a value for the purpose of paragraph 9.4 or otherwise and therefore shall not affect the liability of UPS for any delay, loss or damage to the goods themselves.

UPS is not responsible for any failure to cash a check accepted on delivery. UPS does not accept any responsibility for any dishonest or fraudulent acts on behalf of the receiver including, but not limited to, presenting a fraudulent cheque or one which is later dishonored, or for cheques incorrectly completed by the receiver.

If the receiver pays by credit or debit card and subsequently voids or cancels the transaction, UPS is not responsible for disputing this with the receiver or the bank and the shipper will reimburse the amount to UPS.

9. Liability

9.1 Where the Warsaw or CMR Conventions or any national laws implementing or adopting these conventions apply (for convenience referred to as Convention Rules) or where and to the extent that other mandatory national law applies, the liability of UPS is governed by and will be limited according to the applicable rules.

9.2 Where Convention Rules or other mandatory national laws do not apply, UPS's liability shall be exclusively governed by these terms. UPS will not be liable either to the shipper, the sender or any third party for loss, damage or delay caused by or connected to the services performed by UPS, unless such loss, damage or delay is the result of negligence. UPS will be liable only in case of UPS's negligence. In any event, UPS's liability shall be limited to actually direct proven damages to the goods themselves (with the exclusion of any consequential or indirect damage), capped (these limitations applying according to the country where the shipment is presented to UPS for carriage) to a maximum amount of:

France, EUR 85 per shipment or, if higher, 8,33 SDR per kilogram of the relevant goods; Switzerland, 130 CHF per shipment or, if higher, 8,33 SDR per kilogram of the relevant goods;
Luxembourg and Belgium, EUR 85 per shipment or, if higher, 8,33 SDR per kilogram of the relevant goods;

unless a higher value has been declared by the shipper under paragraph 9.4 below. An SDR is a unit of account adopted by the International Monetary Fund and its current value is regularly published in major financial newspapers. As at the date of publication of these terms 8.33 SDRs was equal to approximately EUR 8.

9.3 If the claimant (or any person from whom he derives his right to claim) has caused or contributed to any loss, damage or delay to a package or pallet, any liability UPS may incur in respect thereof (limited as above) may be reduced or extinguished in accordance with the law applicable to such contributory negligence.

9.4 Subject to the provisions of paragraph 9.2, the shipper may obtain the benefit of a greater limit of liability than provided herein or than is provided by Convention Rules or other mandatory national law.

The shipper may do so by declaring a higher value on the Waybill and paying an additional charge as stated in the Guide. If the shipper declares a higher value for carriage and pays the applicable charge, then UPS's liability shall be limited to proven damages of not exceeding the sum so declared. The declared value of the goods concerned shall not in any event exceed the limits specified in paragraph 3.1 (ii).

9.5 Save where mandatory provisions of the applicable laws require otherwise, UPS does not accept responsibility for lost profits (*lucrum cessans*) and indirect or consequential damages such as but not limited to purely economic losses, loss of business opportunities or loss of sales or loss of goodwill.

UPS shall not be liable for any damage to or loss of any packaging.

10. Delivery

UPS may deliver a shipment to the receiver or to any other person appearing to have authority to accept delivery of the shipment on the receiver's behalf (such as persons at the same premises as the receiver). If no such person is available the package may be left in the receiver's letter box (if suitable or delivered to the neighbor, unless the shipper has excluded such delivery options by using the applicable additional service). The receiver shall be informed of any alternate delivery arrangements (or redirection to a UPS Access Point®) by note left at their premises.

Notwithstanding the previous paragraph, and unless otherwise agreed with the shipper, UPS may apply any alternative delivery methods chosen by the receiver in accordance with the UPS My Choice® Service Terms or any other agreement between UPS and the receiver. Such alternative delivery methods include, without limitation, redirecting delivery of a package to an alternate address (including a UPS Access Point), authorizing the driver to leave a package at the receiver's premises, modifying a service selected by the shipper or, rescheduling delivery. The shipper also agrees the receiver may receive delivery information regarding a package. The shipper expressly waives any claim it may have against UPS arising from UPS following any such instructions provided by the receiver.

UPS may use an electronic device to obtain proof of delivery and the shipper agrees that it will not object to UPS relying on a printed copy of this as evidence merely on the grounds that the information concerned is obtained and stored in electronic form.

Save where Convention Rules or other mandatory national laws require otherwise, UPS accepts no responsibility in any circumstances to suspend carriage, redirect delivery (whether to a different receiver or address from that named on the Waybill) or return a package to its shipper and, in the event that it should attempt but fail to do so, shall have no liability for any losses thereby occasioned.

11. Data Protection

11.1 UPS has the right to process data provided by the shipper or receiver in connection with carriage by UPS, to transfer such data to other group companies and contractors of UPS, including in other countries which may not have the same level of data protection as the country where the shipment is presented to UPS, and to have it processed there if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services.

The shipper warrants that it (i) has obtained personal data the shipper provided to UPS for the shipment lawfully, (ii) is authorized to provide such data to UPS, including if and to the extent the transfer and processing of the data in such countries is required for performing the agreed shipment services, and (iii) has obtained informed and specific consent from such receiver that UPS may send e-mail and other notifications related to the agreed shipment services to the receiver.

UPS uses the shipper's personal data provided by the shipper in accordance with the UPS Privacy Notice published on UPS's web site at <https://www.ups.com/lu/en/support/shipping-support/legal-terms-conditions/privacy-notice.page>.

11.2 Furthermore, the shipper warrants that he has duly informed the receiver that UPS may use the receiver's personal data in accordance with the above linked UPS Privacy Notice in effect at the time of shipping with regard to uses other than those specified in subsection 11.1 above.

12. Claims Procedure – Prescription

All claims against UPS must be notified in writing as soon as reasonably practicable and in any event within 14 days of receipt in the case of damage (including partial loss of a shipment), within 21 of receipt to the person authorized to accept delivery in the case of delay, and within 60 days of the goods being consigned with UPS for carriage in the case of loss. In addition, all claims against UPS in connection with any shipment shall be barred by expiration of time unless legal proceedings are brought and written notice of them is given to UPS within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery. This term shall not affect any rights the shipper may have under the Warsaw Convention, the CMR Convention or other mandatory national laws.

13. Entire Agreement & Severability

It is the intention of UPS that all the terms of the contract between it and the shipper are contained in this document and in the Guide. If the shipper wishes to rely on any variation to these terms, it must ensure that that is recorded in writing and signed by the shipper and on behalf of UPS before the shipment is accepted for carriage by UPS. If any part of these terms is not enforceable, this will not affect the enforceability of any other part.

In addition and for France only, in case of the cancellation of any provision of these terms shall entail the automatic substitution of the corresponding additional provisions of the local applicable law and/or international treaty.

14. Governing Law

These terms shall be governed by the laws of the country where the shipment is presented to UPS for carriage.

15. Mediation

For shipments tendered to UPS for carriage in Belgium, the shipper can address the Ombudsdienst for the Postal Sector, as provided by article 43 ter of the law dated March 21, 1991 regarding the

reform of some economic government institutions, in case the shipper is not satisfied with the way UPS has handled a complaint. The contact details of the Ombudsmandienst for the Postal Sector are as follows: "SMSPO - Boulevard Albert II 8 bte 4 - 1000 Brussels - 02/221.02.30 - info@smspo.be - www.smspo.be" for the French-speaking service and "OMPS - Koning Albert II-laan 8 bus 4, 1000 Brussel - Tel: 02 221 02 20 - info@omps.be - www.omps.be" for the Dutch-speaking service.

For shipments tendered to UPS for carriage in France, in the absence of amicable resolution of the dispute with UPS within ninety (90) days from the date of receipt by UPS of the written notification provided for in article 12, the consumer may lodge a complaint at no charge with the mediator AME : 2-4 rue de Harlay 75001 Paris - <http://www.mediateurseuropeens.org>

If a case is referred to the mediator, the limitation periods provided for in article 12 are suspended from the date the opening of the case by the mediator is notified in writing to the parties. The limitation periods start anew from the date the decision rendered by the mediator is notified in writing to the parties.