



COMMISSION PARITAIRE DE MEDIATION DE LA VENTE DIRECTE - COMPLAINT -

COMPLAINT FILED BY :

Last name : Mr/Ms
 First name
 Living at (complete address) :
 N° Street
 Postal Code Town
 Phone number: Home Office
 E-mail :

Please indicate in which hours we can contact you:

How did you hear about CPMVD (Order Form, web site consumer association, other web sites....) ?

COMPANY Against which your complaint is directed

Name :
 Corporate Name (SA, SARL...)
 Complete Address :
 N° Street
 Postal Code..... Town
 Phone number
 Name of the seller if you know it :

PURPOSE OF THE COMPLAINT

Please specify the reasons for your complaint and the exact nature of your request
(refund, cancellation, redraw, commercial gesture, delivery)

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INFORMATION REGARDING THE COMPLAINT

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Where and when did you sign a contract ?
(home, workplace, at a meeting, ...)

What is the amount of the order?

And the amount of your claim?

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Did the seller take a payment on the day the order was, or within 7 of the order ?

Did you buy the goods at a sales meeting in a consumer's home?
Were several consumers present?

Did you buy on credit?
If so, did you sign a preliminary offer?

When where you delivered ?

FURTHER INFORMATION

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Have you ever filed a prior complaint to the company or to another person or organisation?
(Company manager, consumer organisation, government services...).
If so, when? Indicate the results of this

ANNEXES

In order to study your case, we need to have certain documents (You need to conserve the originals of these documents and send only copies) :

- Recto verso Copy of the DOCUMENT OF PRE CONTRACTUAL INFORMATION,
- Recto verso Copy of the ORDER FORM,
- Recto verso Copy of the CREDIT OFFER in case of a credit,
- Copy of the mail exchanged with the company against your complaint is filed,
- Copy of the PV of reception of works,
- Copy of any other document that you consider relevant for you case (copy of cheque, bill...).

Please indicate the documents that you consider « confidential ».

Made on the :

At :

Signature :

The admissibility of your file will be treated by the the joint mediation commission for direct selling « CPMVD » within a maximum of 21 days

The information collected on this form is processed by the joint mediation commission for direct selling, in french "Commission Paritaire de Médiation de la Vente Directe" (CPMVD) in accordance with Regulation (EU) 2016/679 (RGPD) and Law No. 78-17 of 6 January 1978, amended in 2018, relating to data processing, files and civil liberties.

They are received and used exclusively by the Secretariat of the CPMVD to carry out the tasks assigned to it and, in particular, to investigate the disputes submitted to it, pursuant to the legislative and pursuant to the laws and regulations in force. The legal basis for this data collection is the legitimate interest of the CPMVD in the performance of its duties.

The data collected marked with an asterisk is compulsory as it is necessary for the preparation of your file. The data collected will be processed by the CPMVD secretariat and communicated to the members of the Joint Mediation Committee. Certain data will be communicated to the company concerned by the dispute for the purposes of identifying and management of the case.

The data is kept for a period of two years from the date it is communicated.

You have the right to access, rectify, limit and delete your personal data. These rights may be exercised at the following address: info@cpmvd.fr or by post to: CPMVD, 1-3 rue Emmanuel Chauvière Chauvière, 75015 PARIS.

If, after contacting us, you feel that your 'Data Protection' rights have not been respected, you may submit a complaint to the CNIL.

- Commission Paritaire de Médiation de la Vente Directe -
1-3, rue Emmanuel Chauvière - 75015 PARIS
Tél. 01.42.15.77.71 – info@cpmvd.fr
www.mediation-vente-directe.fr