



In case of dispute consumption, the consumer can use the European Platform of Dispute Resolution on-line, available in <http://ec.europa.eu/consumers/odr> or the following alternative resolution of consumer disputes entities (in residence region of the consumer)

CNIAACC - National Center for Consumer Conflict Information and Arbitration

Tel .: 213 847 484
E-mail: cniacc@unl.pt

CIMAAL - Center for Information, Mediation and Arbitration of Consumer Conflicts in the Algarve

Tel .: 289 823 135
E-mail: cimaal@mail.telepac.pt

Center of Arbitration of Conflicts of Consumption of the District of Coimbra

Tel .: 239 821 690/289
E-mail: geral@centrodearbitragemdecoimbra.com

Center of Arbitration of Consumer Conflicts of Lisbon

Tel .: 218 807 000/218 807 030.
E-mail: juridico@centroarbitragemlisboa.pt; director@centroarbitragemlisboa.pt

Porto Consumption and Arbitration Information Center

Tel .: 225 508 349/225 029 791
E-mail: cicap@mail.telepac.pt

Center for Arbitration of Consumer Conflicts of Vale do Ave / Arbitral Tribunal

Tel .: 253 422 410
E-mail: triave@gmail.com

Consumer Information, Mediation and Arbitration Center (Consumer Arbitration Court)

Tel .: 253 617 604
E-mail: geral@ciab.pt

Center for Arbitration of Consumer Conflicts of the Autonomous Region of Madeira

Tel .: 291 215 070
E-mail: centroarbitragem.sras@gov-madeira.pt

For more information consult the Consumer Portal at www.consumidor.pt

• SITE: www.aoficinadospresentes.pt

FACEBOOK : WWW.FACEBOOK.COM/AOFICINADOSPRESENTES/

PHONE: 217 977 444 • CELLULAR: 916 923 066

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