

99046037058002

Submit a mediation request to the online mediator

Heruntergeladen am 09.07.2025

<https://fimportal.de/xzufi-services/6001023-99046037058002/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99046037058002
Leistungsbezeichnung I	Submit a mediation request to the online mediator
Leistungsbezeichnung II	Submit a mediation request to the online mediator
Typisierung	6 - Allgemeine Hinweise, nicht spezifische für eine Leistung
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher	

Modul	Sachverhalt
Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• Schlichtungsordnung des Online-Schlichters
Teaser	Buying products online is quick and convenient. However, it can be annoying if the online retailer does not deliver the goods (on time) or if they are damaged but you have already paid for them. To save you a time-consuming and expensive legal dispute, you can use the online mediator to resolve your dispute free of charge.
Volltext	Buying products online is quick and convenient. However, it can be annoying if the online retailer does not deliver the goods (on time) or if they are damaged but you have already paid for them. To save you a time-consuming and expensive legal dispute, you can use the online mediator to resolve your dispute free of charge. Tip:
Erforderliche Unterlagen	• Online request for conciliation • Documents that are necessary for understanding the request.
Voraussetzungen	• Conclusion of a contract on the Internet • Complaints to the online retailer and unsuccessful complaint • The dispute must not be pending elsewhere (e.g. in court) or have already been conclusively dealt with. • The claim is not yet time-barred. • You are either a consumer resident in Baden-Württemberg, Bavaria, Berlin, Hesse, Rhineland-Palatinate or Schleswig-Holstein and are making a complaint against a company based in Germany or a consumer from the rest of the EU, including Germany, and are making a claim against a company based in Baden-Württemberg, Bavaria, Berlin, Hesse, Rhineland-Palatinate or Schleswig-Holstein, or there is a connection to the co-operation partners from the business sector (BDD,

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	DEVK, Trusted Shops).
Kosten	The procedure is free of charge for you.
Verfahrensablauf	• Register online for the conciliation procedure. • Complete the online form in full and attach relevant documents as electronic copies. • The online conciliator will review your application and invite your opponent to comment. • The conciliator submits a proposed solution to both parties. Please note:
Bearbeitungsdauer	maximum 3 months
Frist	
weiterführende Informationen	
Hinweise	Cooperation partners of the mediation body: • Ministerium für Ländlichen Raum und Verbraucherschutz Baden-Württemberg • Bayerisches Staatsministerium für Umwelt und Verbraucherschutz • Senatsverwaltung für Justiz und Verbraucherschutz Berlin • Hessisches Ministerium für Umwelt, Klimaschutz, Landwirtschaft und Verbraucherschutz • Ministerium der Justiz und für Verbraucherschutz Rheinland-Pfalz • Ministerium für Wirtschaft, Arbeit, Verkehr und Technologie Schleswig-Holstein • Gütesiegelanbieter Trusted Shops • DEVK Versicherungen • Bundesverband Direktvertrieb Deutschland (BDD)
Rechtsbehelf	
Kurztext	
Ansprechpunkt	
Zuständige Stelle	

Modul	Sachverhalt
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Formulare	
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Ursprungsportal	
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