

## ALTERNATIVE DISPUTE RESOLUTION FOR CONSUMER DISPUTES

In case of a dispute, the consumer may resort to an Alternative Dispute Resolution (ADR) entity, under the terms of Law No. 144/2015, of September 8.

Available ADR entities in Portugal:

- North: CICAP – Porto Consumer Information and Arbitration Center – [www.cicap.pt](http://www.cicap.pt)
- Center: CACDC – Coimbra District Consumer Conflict Arbitration Center – [www.centroarbitragemdecoimbra.com](http://www.centroarbitragemdecoimbra.com)
- Lisbon: CACCL – Lisbon Consumer Conflict Arbitration Center – [www.centroarbitragemlisboa.pt](http://www.centroarbitragemlisboa.pt)
- Alentejo: CNIACC – National Consumer Conflict Information and Arbitration Center – <https://www.cniacc.pt/pt/>
- Algarve: CIMAAL – Algarve Consumer Conflict Information, Mediation and Arbitration Center – [www.consumidoronline.pt](http://www.consumidoronline.pt)
- Madeira: CACCRAM – Madeira Autonomous Region Consumer Conflict Arbitration Center – <https://www.madeira.gov.pt/cacc/Estrutura/O-Centro-de-Arbitragem>