

What constitutes a consumer dispute?

A "Consumer Dispute" means any dispute arising from the sales of goods or provision of services between consumers and traders.

However, it does not include any civil suit related to investments.

To whom should I file a consumer dispute complaint?

- 1) Traders
- 2 Consumer advocacy groups
- (CSCs) of the local government under which the trader is registered



How to make inquiries regarding consumer disputes?

Dial the **1950** Hotline for the local CSC.

Can consumer dispute complaints be filed by phone?

Any complaint about a consumer dispute must be submitted in "Written form" or "Online".



How could senior citizens or those with special challenges file a complaint?

- 1 Please visit our Consumer Service Center for assistance in person.
- 2) Please request a form to be mailed to you in the event that you cannot visit our Consumer Service Center. Please complete the form, sign it, and return it via FAX or by post.

Days



When purchasing goods in physical stores, is it possible to demand unconditional return within 7 days?

> Unless otherwise specified, there is no unconditional 7 day return policy for purchases in physical stores. The purchase of defective goods can be annulled or refunded according to civil laws.

> > Per Article 19 of the Consumer Protection Act, Communicated Transactions (e.g. telesales or online shopping) or Visited Transactions (e.g. door-to-door sales), can be unconditionally annulled within 7 days of receiving the purchased goods or services.





East Wing, 1F., No.1, City Hall Rd., Taipei, 11008, Taiwan, R.O.C.



Fax: 2720-6281





of Taipei City





What to do when consumer disputes occur?

Taipei City Government Dispute Processing Procedure Flow-chart



When encountering consumer disputes



Consumer Service



COMPLAINT #1

COMPLAINT #2

MEDIATION

Channel 1. Traders

File a Consumer

litigation

Apply for Mediation

Go to Arbitration

- 2. Consumer advocacy groups
- 3. Consumer Service Center (CSCs)
- 1. Go online to file a complaint. (http://www.cpc.ey.gov.tw > En)
- 2. Download the "Consumer Dispute Registration Form". complete the form, sign it, and return to our consumer service center via FAX or by post.
- 3. Visit our consumer service center for assistance in person. (East wing, 1F, No.1, City Hall Rd., Xinvi District, Taipei City)

City or county

Aediation Committee

Arbitration Association • · · ·

Mediation Application

Channel

Consumer Ombudsmen. Dept. of Legal Affairs

- 1. Email to contact person or go online to file "2" complaint". (http://www.cpc.ey.gov.tw >
- 2. Visit our consumer service center for assistance in (East wing, 1F, No.1, City Hall

Rd., Xinyi District, Taipei City)

Channel

Consumer Dispute Mediation Committee

- 1. Email to contact person for "Apply for Mediation"
- 2. Visit our consumer service center for assistance in person.
- (East wing, 1F, No.1, City Hall Rd., Xinvi District, Taipei City)

Court

Legal consultation service

- 1. Taipei City Government Free Legal Consultation
- (Add.: East wing, 1F, No.1, City Hall Rd., Xinyi District, Taipei City) Reservation Hotline: (02) 2725-6168
- 2. Legal Aid Foundation Legal Aid Hotline: (02) 412-8518



Legal Aid Foundation

Government Agency Contact Info. for Consumer Protection Inquiry

Fitness Center

Government Agency • Dept. of Sports,

Taipei City Government

Add No.10, Sec. 4, Nanjing E. Rd., SongShan Dist., Taipei City 10553

Tel • (02)2570-2330, Ext 6426

Fax (02)2578-2176



Foods, Drugs Safety, and Cosmetics

Government Agency Dept. of Health,

Taipei City Government

Add • Southeast Wing, 1F., No.1, City Hall Rd. Xinyi District., Taipei City 11008

Tel Foods & Drugs 1999 Ext 7079

Cosmetics 1999 Ext 7110

Fax (02)2578-2176



Cram School

Government Agency • Dept. of Education,

Taipei City Government

Add South Wing, 8F., No.1, City Hall Rd., Xinyi District., Taipei City 11008

Tel 1999 Ext 6425/6428

Fax • (02)8192-6038



For international callers, please dial 886-2-2720-8889

For callers in Taipei City, please dial 1999

Real Estate Consumer Dispute

Government Agency Dept. of Land Administration. Taipei City Government

> Add North Wing, 4F., No.1, City Hall Rd., Xinvi District., Taipei City 11008

Tel 1999 Ext 7509



Interior Renovation Dispute

Government Agency • Taipei City Construction Management Office

Add Sorth Wing, 2F., No.1, City Hall Rd., Xinyi District., Taipei City 11008

Tel • 1999 Ext 8395

Fax • (02)2759-5772



Tourism Entertainment. Hotel & B&B

Government Agency • Tourism Bureau, Ministry of Transportation and Communication

> Add • 9F., No.290, Sec.4, Zhongxiao E. Rd. Da'an District., Taipei City 10694

Tourism Entertainment:

(04)2331-2688 Hotel & B&B:

(02)2349-1500 Ext 8521~8525

Fax • (02)2773-9297

Website http://admin.taiwan.net.tw



Telecommunication **Consumer Dispute**

Government Agency • National Communications Commission

Add No.50, Sec.1, Renai Rd., Zhongzheng

District., Taipei City 10052

Toll-free Complaint Hotline

0800201205 (Cable TV) 0800201207 (Telecommunications)

Fax • (02)2343-3994



