## "I experienced an issue with the performance of a contract"

## Did you try to solve the matter by bilateral communication?

## Yes, but the issue was not solved <

Is there a mention of «ISF» in the contract or any communication? This includes ISF Trade Rules or an ISF arbitration clause

Art. 2 Guidelines for Mediation and Conciliation, Art 2 Arbitration Procedure Rules



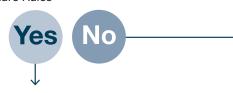
Please engage first with your contractual partner by organizing in-persons meeting, discussions at CEO/lawyer level

Check with your business partner if they wish to use ISF dispute



Has it been less than 365 days that you first mentioned the dispute to your business partner?

Art. 5.1 Arbitration Procedure Rules



You cannot use ISF dispute resolution mechanisms, present your case to the competent court depending on the applicable law

resolution mechanisms

Is the seller, or multiplier, based in France, Germany, Italy, the Netherlands, Argentina or Australia?



Please contact the national association concerned for the organization of a mediation or a conciliation first (recommended) than an arbitration Art 5.2 Arbitration Procedure Rules Please contact the ISF Arbitration Chamber for the organization of a mediation or a conciliation first (recommended) then an arbitration

Art 5.3 Arbitration Procedure Rules

## List of documents:

- A request that the dispute be referred to arbitration, mediation or conciliation; with an indication if the parties have tried to settle the dispute amicably, for example through mediation or conciliation
- The names and contact details of the parties
- A copy of the contract making reference to ISF Rules, or a copy of the agreement to refer the dispute to ISF arbitration;
- A brief description of the claim, an indication of the amount involved, if any, and a clear statement of the questions/request asked to the arbitrators:
- The relief or remedy sought;
- Copies of all the documents on which the claimant wishes to base its case:
- Proof of payment of the deposit (5000 CHF for mediation and conciliation / 8000 CHF for arbitration)



