

“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

Yes

No

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

Yes

No

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

Yes

No

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

Art. 5.1 Arbitration Procedure Rules

Yes

No

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

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

Yes

No

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

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

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)

