



The National Board for
Consumer Disputes

- Established in 1968
- A fast, simple and free of charge alternative to court
- Access to justice



Our tasks

- Impartially try disputes between consumers and companies (consumer disputes)
- Support local consumer advisers
- Inform about legal practice



Exceptions

- Purchase of real estate
- Lease of real estate
- Health and medical care
- Legal services provided by members of the Swedish Bar Association



Financial thresholds & time limit

- Financial thresholds

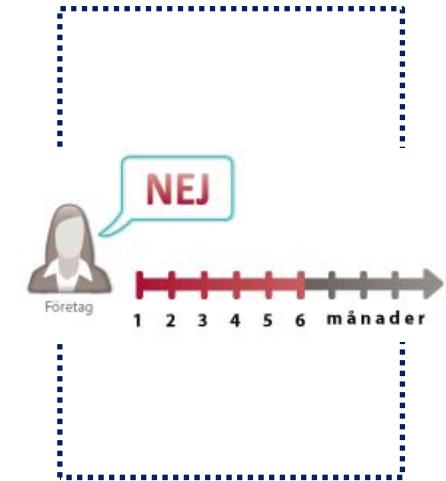
500 SEK

1000 SEK

2000 SEK

- Time limit

6 months



Jurisdiction

- All Swedish business operators
- Foreign business operators with business premises in Sweden
- Foreign business operators which have direct commercial or professional activities with Sweden, *inter alia* through e-commerce



Departments

General



Bank



Housing



Boat



Electronic
appliances



Estate agents



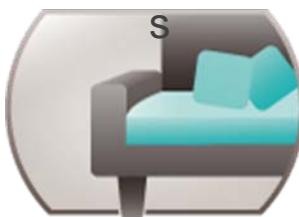
Insurances



Motor vehicles



Furniture



Travels



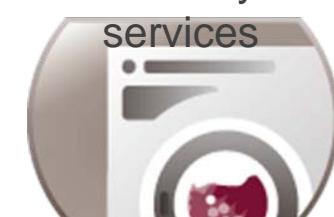
Footwear



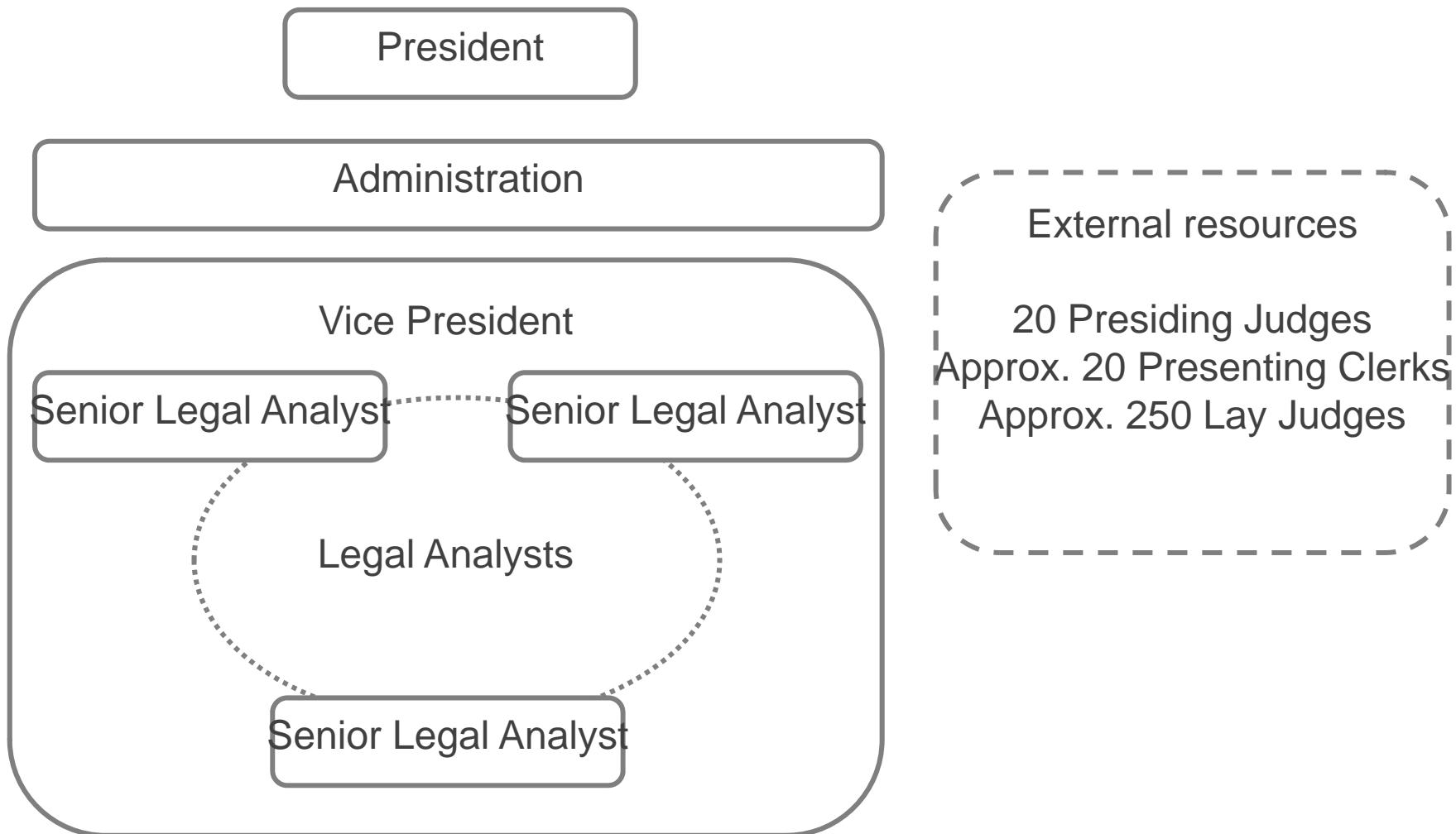
Textiles



Laundry
services



Organisation



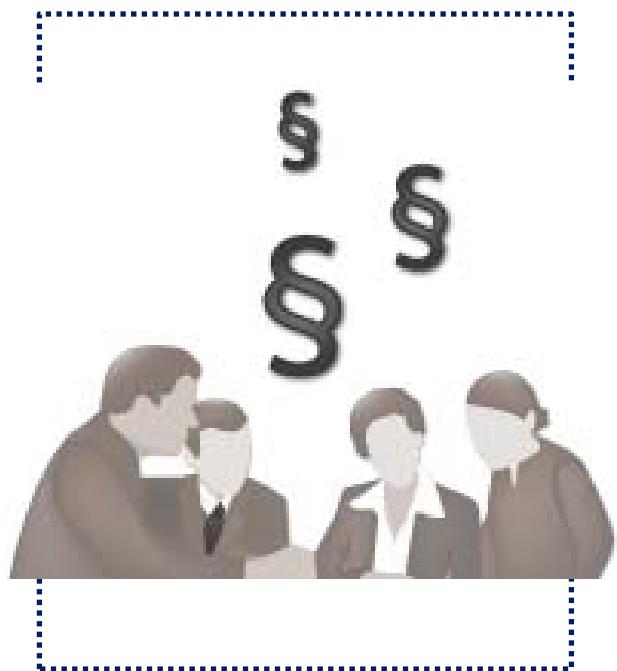
Organisation (continued)

Board meeting activities

- 20 presiding external judges
- approx. 200 external lay judges
- approx. 20 external presenting clerks

Administration and Legal Analysts

- Approx. 35 employees



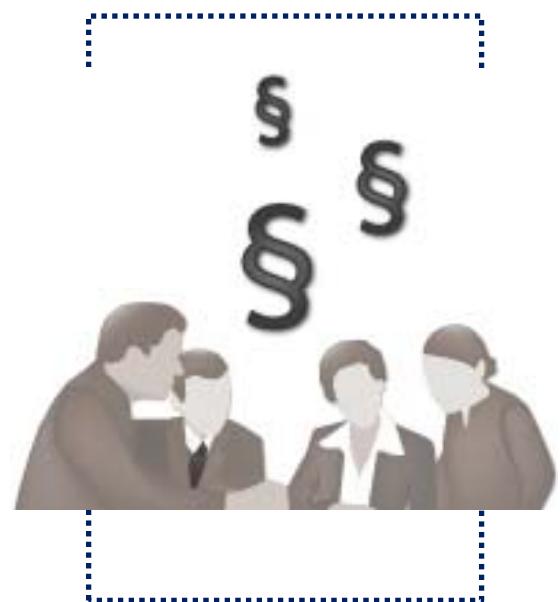
Decision making

-with a session of the Board

A panel comprised of:

- a Presiding Judge
- a Presenting Clerk
- 4 external Lay Judges (with experience of relevant consumer and business affairs, respectively).

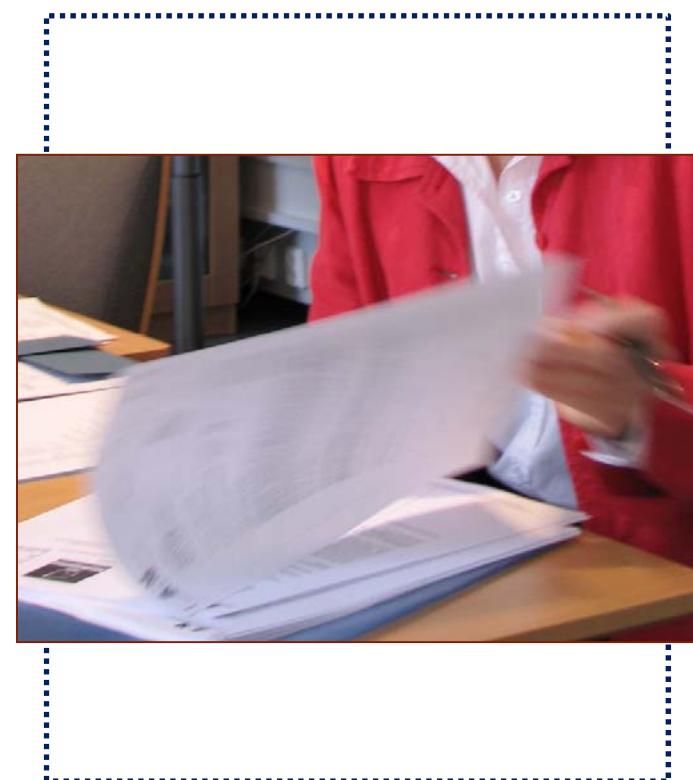
Parties not allowed to be present



Decision making

-without a session of the Board

- Straight forward cases or cases where the trader has chosen not to respond
- Adjudicator:
 - President,
 - Vice President
 - or Legal Analyst duly authorised.



Nature of decisions

- Not binding
- No means of appeal: however, a party may move for the Board's reconsidering of the decision



Procedure

- Written application by the consumer
- The complaint can be filed at www.arn.se
- The trader (respondent) invited to provide a response
- Only written evidence, photographs and exhibits
- The parties can follow their case at the website via a log-in
- Communication via web och mail

