

## **ONLINE CLAIMS AND DISPUTE RESOLUTION**

Any complaint that the USER deems appropriate should be dealt with as soon as possible, and can be made by contacting the following contact addresses:

Postal address: TREIC EVENTS S.L.,  
Passeig Maritim Rafael Casanova, Local F 3 - 43004 Tarragona  
Telephone: 645984452  
Email: info@juegoempresas.net

### **Online Dispute Resolution(ODR)**

In accordance with Article 14.1 of Regulation (EU) 524/2013, the European Commission provides a free online access platform for the resolution of conflicts between the USER and the PROVIDER, without the need to resort to courts of law, through the intervention of a third party called the Dispute Resolution Body, which acts as an intermediary between them. This is a neutral body which will consult both parties in order to reach an agreement and may ultimately suggest and/or impose a solution to the conflict.

Link to the ODR platform: <http://ec.europa.eu/consumers/odr/>