Annual report on the internal complaint handling system for European partner Sellers of Cdiscount
Reference period: January 1st, 2025 to December 31st, 2025

This report is published in accordance with the provisions of Article 11.4 of Regulation (EU) 2019/1150 of the European Parliament and of the Council of June 20th, 2019, promoting fairness and transparency for business users of online intermediation services ("**P2B Regulation**").

- **Information on the internal complaint handling system:**

Since 2019, Cdiscount has been one of the signatories of the "E-commerce Actors Charter," which aims to establish balanced, fair, and transparent relationships between online platform operators and the businesses using these platforms.

Cdiscount's partner sellers can access the Cdiscount support center 24/7 from the help center homepage to address their questions or complaints to the seller support teams.

Total number of complaints received: 5 958.

Main types of complaints: The complaints received by Cdiscount from European partner sellers mainly concerned the status of seller accounts, refunds made in the context of consumer complaints (including the application of the legal guarantee of conformity and the right of withdrawal), the technical performance of the marketplace, and measures to restrict or suspend listings.

Average complaint resolution time: 2.4 days.

Aggregated information on complaint outcomes: The complaint resolution rate is 100%.

The overall score given by sellers for complaint treatment is 13.8 out of 20.

- **Mediation:**

In addition to its internal complaint handling system for sellers, Cdiscount also offers recourse to external mediation in accordance with the P2B Regulation.

2 mediations were initiated with external mediators during the reference period. These mediations have been closed.