

Procedures for the Prevention and Resolution of Trade Disputes in Canton Fair

To standardize transactions

The Fair-participating parties are recommended to sign a written contract for concluding their transactions so as to prevent trade risks.

To standardize transactions

- A. The Fair-participating parties adopt the recommended model contracts for their transactions;
- B. The contract is recommended to include effective dispute settlement clauses.

Complaint

When dispute arises, submit the dispute to CFCS.

Conditions for Complaint

- A. The complainant must disclose his/her real name and must hold a valid badge for the current session of the Fair;
- B. The respondent must be a participating party at a current session of the Fair, and must be present at the Fair's complex either personally or through an agent.
- C. The complainant shall submit relevant evidences such as contracts, payment documents, etc.

Acceptance

If the Complaint complies with stipulated conditions, the case shall be accepted, and the complainant shall complete a *Complaint Application Form*.

Handling

- A. The mediation shall be conducted by staff members of CFCS;
- B. If the dispute is successfully mediated, a settlement agreement in writing shall be made, and either party shall be entitled to submit the settlement agreement to SCIA for an arbitral award;
- C. If the mediation fails, the dispute shall, unless the parties agree otherwise, be referred to SCIA for arbitration.

Handling

The dispute shall be mediated first. If the mediation fails, it shall be resolved through arbitration or other means as agreed by the parties concerned.

Discipline & Enforcement

- A. A name list of the sellers having been complained of and a name list of the persons allegedly liable for the disputes shall be delivered to the Operation Department of Canton Fair, the trade delegation, and/or the chamber of commerce concerned for disciplining the relevant parties in accordance with the measures of canton fair to monitor the commodity quality and complaints relating to trade disputes.
- B. If a party refuses to comply with the arbitration award, the other party may apply to a competent court for enforcement.

Discipline & Enforcement

At the close of the Canton Fair, a name list of the relevant parties complained of shall be kept in files and noticed to relevant authorities. The arbitral award is enforceable.