

Online Complaint Procedures of Trade Disputes in the Canton Fair

Online Complaint

Complaint of trade disputes shall comply with stipulated conditions and be submitted online.



Verification & Acceptance

To examine the validity of submitted documents. Only when the complaint complies with stipulated conditions and the submitted documents are complete, legal and valid, should the case be accepted.



Handling the Complaint

The dispute will be mediated online. If the mediation fails, the dispute may be settled through arbitration or in a way agreed by both parties. The complained exhibitors shall be tracked and managed in accordance with relevant regulations.



Recording & Filing

Every details of the procedures of handling the complaint will be recorded and all documents will be filed after the dispute is settled.

Conditions for Complainant

1. The complainant must disclose his/her real name and must hold a valid badge, such as the exhibitor badge or the buyer badge, for the session of the Fair when the contract concerned is made, and shall agree to settle the trade disputes through the mediation system.
2. The respondent shall be an exhibitor or buyer at the current session of the Fair, and thus the complainant shall provide the respondent's identity information, proof of the respondent's participation in the current session of the Fair (including but limited to the screenshot which shows the visit of the respondent to the official website of the Fair or the broadcast room of exhibitors, the screenshot of the respondent's cloud exhibition booth (where the respondent's booth number shall be seen), and the screenshot of the respondent's broadcast room (where the respondent's broadcast room number shall be seen)), and the contact information of the respondent. The respondent shall also agree to settle the trade disputes through the mediation system.
3. The complainant shall submit relevant evidences (including but not limited to transaction contracts and payment documents).

The complainant shall fill out the online complaint form on the mediation system via the complaint channel for trade disputes on the official website of the Fair, and upload the original scanned copy or photography of the certification and proofs as required. If the complainant or the respondent is to entrust a third party to participate in the mediation, a valid power of attorney and relevant identification documents of the entrusted party shall be uploaded to the system. Both parties of the complaint shall ensure that the submitted materials are true, complete (for instance, all pages of the original supporting documents shall be included), legal and valid.