

Liechtenstein

Alternative dispute resolution bodies: In Liechtenstein, there are specialised ADR bodies for the following sectors:

- [telecommunications](#)
- [financial services and insurances](#)
- energy (gas and electricity)

Only if disputes do not fall under the scope of one of the specialised ADR bodies, consumers can file a complaint before the [general ADR body](#) (Amt für Volkswirtschaft). All ADR bodies are associated to an authority except for the one in the financial sector.

Costs: Consumers are required to pay a nominal fee of ca. 43 Euro (50,00 CHF) if they want to file a complaint. However, consumers may be required at the ADR body for financial services and insurances to take over some of the procedural costs, if disputes are especially complicated. For traders, procedures are free of costs.

Languages: The procedural language is German. Complaints can be filed in another language before the ADR body for financial services if they are combined with a German translation.

Obligatory trader participation: In general, trader's participation in ADR is voluntary, except if they signed a participation agreement with consumers.

Outcome: ADR bodies propose solutions. These proposals become binding on consumers and traders only if both parties accept them