

WIPO Arbitration and Mediation Center

With offices in Geneva and Singapore, the WIPO Arbitration and Mediation Center (WIPO Center) offers mediation, arbitration and expert determination options to enable private parties to efficiently settle their domestic or cross-border commercial disputes. The WIPO Center is international and specialized in intellectual property (IP) and technology disputes. It has a strong focus on controlling the time and cost of its proceedings.

The WIPO Center collaborate to raise awareness of Alternative Dispute Resolution (ADR) options. WIPO ADR procedures are organized to stimulate positive opportunities for party settlement. Typically, **70%** of the **mediation** procedures administered by the WIPO Center have been **settled**.

For SMEs, the WIPO Center provides complimentary procedural assistance as well as mediation and arbitration services at reduced fees.

Further information is available at

<https://www.wipo.int/amc/en/center/specific-sectors/smes/index.html>



What is Mediation?

Mediation is an **informal process** in which a neutral intermediary, the **mediator**, **assists** the parties in **reaching a settlement** of their dispute, based on the parties' respective business interests. The mediator **cannot impose a decision**.

Why Mediation for IP Disputes?

- Time and cost
- Mediator's expertise
- Neutrality
- Creative solutions
- Preservation of business relations
- Confidentiality

How to submit a dispute to WIPO Mediation?

Are you involved in a dispute?

- A party that wishes to propose submitting a dispute to WIPO Mediation may submit a **Request for WIPO Mediation** to the WIPO Center by email to arbiter.mail@wipo.int, and to the other party. A model Request is provided at the back of this flyer.
- The parties are **free to determine where** they want the **mediation to take place**. The WIPO Center also makes available, at no cost, **online case administration options**, such as videoconferencing services for meetings and hearings.
- The WIPO Center can assist parties to identify suitable mediator candidates that satisfy the parties' requirements (including from Switzerland).

Are you negotiating a contract and would like to include a dispute resolution clause?

- The WIPO Center provides model mediation and arbitration clauses at <https://www.wipo.int/amc/en/clauses/>.

Request for WIPO Mediation

Note: If both parties agree to refer a dispute to WIPO Mediation (Article 3 of the WIPO Mediation Rules), the parties shall complete sections 1 and 2 and submit the Request to the WIPO Center.

In the absence of a mediation agreement (Article 4 of the WIPO Mediation Rules), the requesting party shall complete sections 1 and 2(a) and submit the Request to the WIPO Center and to the other party.

1. Parties

Please provide the following contact information:

Requesting Party	Other Party
Name:	Name:
Country of domicile:	Country of domicile:
Tel:	Tel:
E-mail:	E-mail:
Address:	Address:
Represented by:	Represented by:
Tel:	Tel:
E-mail:	E-mail:
Address:	Address:

2. Dispute

Please provide a brief description of the dispute:

(a) The requesting party agrees to submit the above-described dispute to mediation in accordance with the WIPO Mediation Rules.

Please sign this form and submit it to arbiter.mail@wipo.int and to the other party.

Place and Date: _____ Signature: _____

(b) The other party agrees to submit the above-described dispute to mediation in accordance with the WIPO Mediation Rules.

Please sign this form and submit it to arbiter.mail@wipo.int and to the requesting party.

Place and Date: _____ Signature: _____