**Modèle de lettre CEC Belgique : Contestation d’une mise en demeure – Vente forcée – Themys & Dyke**

* Complétez le texte gris entre [] et envoyez le document sous forme de lettre ou collez le contenu dans un e-mail ou dans un formulaire de contact en ligne.
* Gardez toujours une copie de votre écrit.

\_\_\_\_\_

[Votre nom]

[Rue – numéro]

[Code postal – Ville]

[Pays]

[Votre numéro de téléphone]

[Votre adresse mail]

Themys & Dyke]

[Nom de votre personne de contact]

Hindenburgstrasse 82-86

45133 Essen

Germany

[Lieu, date]

Subject: [remplissez la référence du professionnel]

Dear sir / madam,

On [date], I received a debt collection letter from your office which indicates that [nom du site de rencontre] is entitled to a payment amounting to € [montant réclamé] from me. You aim to collect this amount representing [nom du site de rencontre]. This [letter/email] serves to state my objection to this debt collection letter.

A valid contract cannot be concluded without agreement. Are you aware that misleading and aggressive commercial practices are banned under the Unfair Commercial Practices Act? The unsolicited conversion of a trial subscription into a subscription that comes with a payment obligation is considered an unfair commercial practice and is prohibited within the European Union. Could you provide proof of the agreement?

In addition, this purchase contract is invalid, because [choisissez une des options ci-dessous afin de compléter votre phrase]:

* [nom du professionnel] has not fully informed me of the terms and conditions relating to this subscription.
* [nom du professionnel] has entered me into a second subscription to another dating website unsolicited and without my consent.
* I cancelled the subscription on time.
* of burden of proof regarding the conclusion of a purchase contract.
* If you are of the opinion that this concerns a valid contract between me and [nom du site de rencontre], it is up to [nom du site de rencontre] to prove how this agreement was concluded. If this is not possible, I ask you to declare this collection void and to send me a written confirmation of doing so within the period of 14 days after the date of this [letter/email]. I assume that you will suspend any further collection measures until this issue is cleared up.

I expect confirmation **within one week** that your services will stop this collection procedure. Without a confirmation within one week, I'm obliged to notify the competent authorities in Belgium and Germany.

Be aware that I already lodged a complaint with the *European Consumer Center in Belgium*.

Best regards,

[Vote nom]