Online Dispute Resolution
4 STEPS TO BETTER BUSINESS

The Online Dispute Resolution platform helps you resolve disputes with consumers in 4 steps, online and out-of-court.

How it works

STEP 1
Felipe complains...

He sends his complaint via the platform, in his own language.

You get it in your language along with a list of dispute resolution bodies that can deal with the complaint.

HELP
Don’t understand the procedure? Get in touch with your national contact point.

STEP 2
Agreement on a dispute resolution body...

You and Felipe have 30 days to agree. You choose first, Felipe must then give his agreement.

HELP
Don’t know your rights? Get in touch with your national contact point.

STEP 3
Case examined...

The dispute resolution body has 90 days to find a solution.

The body can’t take on the case. The end. Turn to your national contact point for other options.

STEP 4
Case closed.

A solution is found and you and Felipe are informed. A once disappointed customer may now become a loyal one.

WHAT TRADERS MUST DO

Selling goods or services online in the EU? EU law means you must:

- Link to the Online Dispute Resolution platform from your website.
- Put your email on your website.

If you have agreed to use a specific dispute resolution body or if such an agreement applies collectively to your sector, then you also have to:

- Link to the platform when you make an offer via email.
- Include information on the platform in your contract terms and conditions.

Don’t let misunderstandings spin out of control.

Online Dispute Resolution Platform
http://ec.europa.eu/odr

More about business and Online Dispute Resolution in the EU