

misunderstandings  
can spin out  
of control

# 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



Felipe isn't happy. The lamp he ordered from your website has just arrived in Madrid, but it doesn't match the online description. His problem is now your problem...



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.



**You DON'T agree...**

The end. Your national contact point can provide alternatives. You lose the chance to sort things out easily online.



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**  
[http://europa.eu/youreurope/business/sell-abroad/resolving-disputes/index\\_en.htm](http://europa.eu/youreurope/business/sell-abroad/resolving-disputes/index_en.htm)