

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



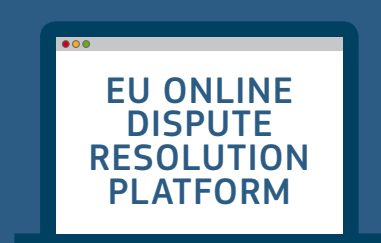
Felipe isn't happy. The lamp he ordered from your website has just arrived in Madrid, but it doesn't match the online description. His problem is now your problem...



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.



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.



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