

# Online Dispute Resolution


## ODR



  
ECC-Net Greece

  
HELLENIC  
CONSUMERS' OMBUDSMAN  
Independent Authority

# What is Online Dispute Resolution



It is a European mechanism, introduced by Regulation (EU) 524/2013, intended to serve the need of consumers and traders for the out-of-court settlement of their disputes arising from domestic and cross-border (within the European Union) online purchases of goods (products and services).

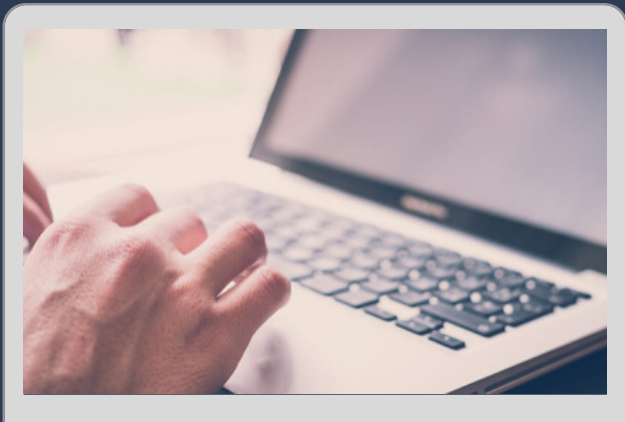
The goal is to achieve a safer and fairer e-commerce environment, by providing access to simple, fast and effective resolution procedures.



## How does it work

It works through an Online Dispute Resolution platform (ODR platform), which is available at <http://webgate.ec.europa.eu/odr> in all European Union languages, as well in Icelandic and Norwegian.

The ODR platform is a free, online case-management tool, with the help of which disputes are forwarded for out-of-court settlement to certified Alternative Dispute Resolution bodies (ADR bodies) operating in member-states, including Norway, Iceland and Liechtenstein.



# Resolution Procedure



## A. Through direct contact with the trader

You can utilize the ODR platform to resolve your dispute directly with the trader within 90 days. Such an option is advisable, if you have not yet contacted the trader or if the trader appears positive to the possibility of finding a solution.

With the help of the ODR platform you can exchange messages with the trader, as well as information (eg. product photos) relevant to your case.

If you do not manage to reach an agreement or if either party withdraws from the process or if the 90-day deadline expires, you can attempt finding a solution with the mediation of an ADR body that is connected to the ODR platform.



## B. With the mediation of an ADR body

In this case, you are required to complete the online complaint form, provided by the ODR platform. If there is mutual agreement with the trader on the ADR body that will act as the resolving mediator in your dispute, then the complaint is forwarded by the system to this ADR body.

A 90-days deadline begins from that point on, within which the selected ADR body will investigate the complaint in accordance with its procedural rules and will seek an amicable settlement of the dispute, keeping the parties informed about the outcome of the procedure.



# Who can help

The **European Consumer Centre of Greece** is the designated national contact point for the Online Dispute Resolution. Consumers and traders can contact the Centre for help and guidance regarding the operation of the ODR platform and the possibilities it can offer them.

Contact info:

European Consumer Centre of Greece

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# ONLINE DISPUTE RESOLUTION

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