



Online Dispute Resolution platform

Helping you to help your customers

Selling online and looking for another way to improve customer care? Turn to the EU's Online Dispute Resolution platform (ODR). This free multilingual tool can help your company sort out complaints from customers at home and abroad online in just four steps.



One place to solve e-commerce disputes

Online platform



In 25 languages



For 31 countries



Helping you solve customer disputes



Online



Confidentially



Impartially



In your own language



Your legal obligation:

link to the platform from your website & provide an email contact for your business from your site.

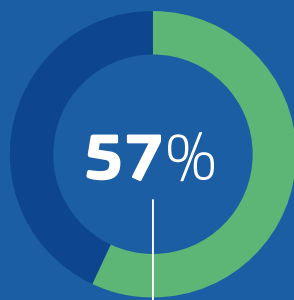
ODR's aim:

help you to help your customers.

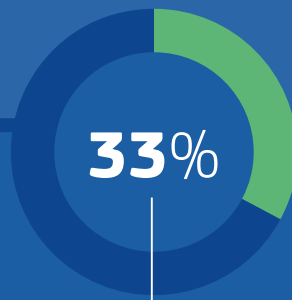


Keep up with your customers

More people are shopping online from abroad

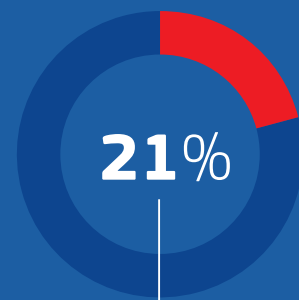


EU consumers shop online



buy online from another EU country

+ 8% compared to 2012



have problems with online purchases

You need effective ways to solve customer disputes to protect your reputation and sales

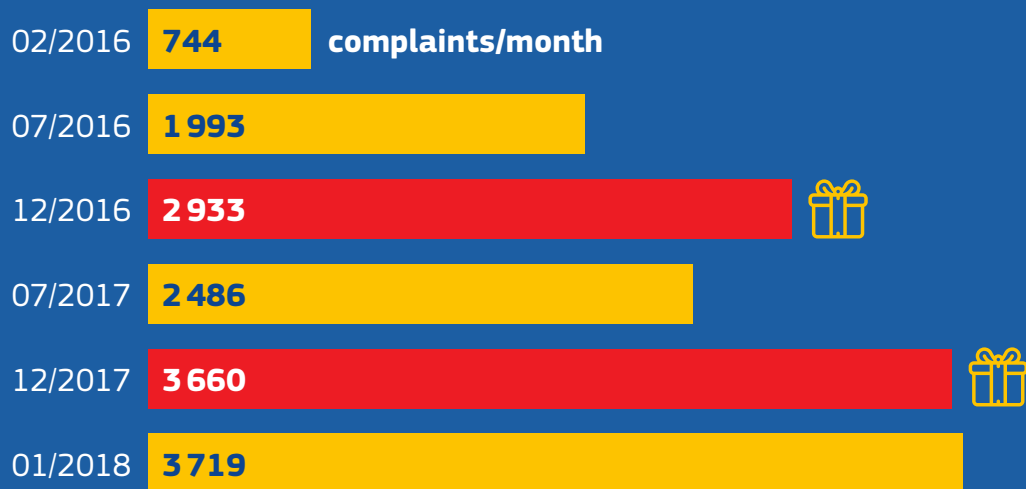
Customers are already on the platform

First two years



Average **2 000** complaints/month

Steady rise in use



Most complained about sectors



Consumer clothing
& footwear



Airline
tickets



ICT
goods



Boost your reputation, improve your service



Meet your obligations

Include the link and a valid email address on your site

And then reap the benefits



Register on the platform

1 valid email required to access the registration form and register on the platform



Find solutions to tricky problems

ODR uses over 350 quality independent dispute resolution bodies across Europe to help you reach a satisfactory agreement with your customers.



Get ahead of the competition

Engage with the process, make it part of your customer service and show you're serious about customer satisfaction.



Sign your business up today

Don't just live up to your obligation,
strengthen your reputation

ec.europa.eu/consumers/odr