

On 15.02.2016, the European Commission launched a new platform (<http://ec.europa.eu/odr>) to help consumers and traders solve online disputes over a purchase made online.

According to the published by the Commission press release, the Online Dispute Resolution (ODR) platform offers a single point of entry that allows EU consumers and traders to settle their disputes for both domestic and cross-border online purchases. This is done by channeling the disputes to national Alternative Dispute Resolution (ADR) bodies that are connected to the platform and have been selected by the Member States according to quality criteria and notified to the Commission.