

A platform for your online problems

Help and advice
for consumers
in Europe



European Consumer Centre Romania

When you have a problem with a product or service bought from a Romanian or an European Union based trader, you can solve it if you refer to an alternative dispute resolution procedure (ADR).

When the purchase was made online, you can refer to the online dispute resolution procedure (ODR), which is possible only through the European SOL platform, a free interactive website, available in all official languages of the European Union (<https://webgate.ec.europa.eu/ODR/main/?event=main.home.show&lng=EN>)

Alternative Dispute Resolution (ADR) is a simple, fast and inexpensive out of court procedure, which involves the intervention of a neutral third party called ADR entity. The solution offered by the ADR entity may take the form of suggestions and sometimes it is mandatory for the merchant.

Conditions for using the ODR platform:

- as a consumer, you have to reside in a Member State of the EU;
- the trader against whom you complain must be based in one of the EU Member States
- the dispute is national (when you come from the same state as the trader) or cross-border (when you and the trader are from different states).

The ODR procedure:

- You transmit the complaint through the online form available on the ODR platform.
- The platform automatically transmits the complaint to the trader you complained against, who shall have 10 days to respond.
- If the trader accepts, it proposes one or more ADR entities from which you have 30 days to choose from. The ODR platform automatically transmits the complaint to the ADR entity.
- The ADR entity shall have three weeks to decide whether to treat the complaint or not. During this time, you may be requested additional documents and information.
- If it agrees to treat the matter, the ADR entity has 90 days to resolve the complaint.

The complaint may be refused in some cases: you haven't initially reached the trader in order to try and solve the dispute, the complaint is or has already been handled by another ADR entity or a court of justice, the amount is inferior or superior to a certain threshold or the complaint wasn't filled within a certain period of time. If the trader doesn't respond to the request for the settlement of the complaint within 10 days or if you cannot agree on the competent ADR entity, the complaint will close and you can get in touch with ODR Contact Point in order to get information on other means of resolving the complaint.

In Romania, the ODR Contact Point is the European Consumer Centre in Romania (ECC Romania)

ECC Romania

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