

Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR) (revoked)

CHAPTER I

GENERAL PROVISIONS

Article 1	Subject matter
Article 2	Scope
Article 3	Relationship with other Union legal acts
Article 4	Definitions

CHAPTER II

ODR PLATFORM

Article 5	Establishment of the ODR platform
Article 6	Testing of the ODR platform
Article 7	Network of ODR contact points
Article 8	Submission of a complaint
Article 9	Processing and transmission of a complaint
Article 10	Resolution of the dispute
Article 11	Database
Article 12	Processing of personal data
Article 13	Data confidentiality and security
Article 14	Consumer information
Article 15	Role of the competent authorities

CHAPTER III

FINAL PROVISIONS

Article 16	Committee procedure
Article 17	Exercise of the delegation
Article 18	Penalties
Article 19	Amendment to Regulation (EC) No 2006/2004
Article 20	Amendment to Directive 2009/22/EC
Article 21	Reports
Article 22	Entry into force
	Signature

---

## ANNEX

### Information to be provided when submitting a complaint

- (1) Whether the complainant party is a consumer or a trader;...
- (2) The name and e-mail and geographical address of the consumer;...
- (3) The name and e-mail, website and geographical address of the...
- (4) The name and email and geographical address of the complainant...
- (5) The language(s) of the complainant party or representative, if applicable;...
- (6) The language of the respondent party, if known;
- (7) The type of good or service to which the complaint...
- (8) Whether the good or service was offered by the trader...
- (9) The price of the good or service purchased;
- (10) The date on which the consumer purchased the good or...
- (11) Whether the consumer has made direct contact with the trader;...
- (12) Whether the dispute is being or has previously been considered...
- (13) The type of complaint;
- (14) The description of the complaint;
- (15) If the complainant party is a consumer, the ADR entities...
- (16) If the complainant party is a trader, which ADR entity...

**Changes to legislation:**

There are currently no known outstanding effects for the Regulation (EU) No 524/2013 of the European Parliament and of the Council.