

THE ADR4ALL MOBILE APP IN 8 SIMPLE QUESTIONS

What is the ADR4ALL mobile app?

It is a mobile application designed according to European legislation that enables all consumers, in a few simple steps, to file a complaint to any trader, for a product or service purchased either in its physical store or online.

Who can use it?

Every consumer in the world who has a smartphone. In other words, it does not matter the country in which the consumer resides or travel, nor the country where the trader is established or operates. Currently the application works in Greek and English.

What types disputes can be resolved?

Almost all types of consumer disputes. The application has two different flows, one for travel & tourism and one for all other disputes, and two different resolution processes: initially, an effort to resolve the problem directly with the trader and if the problem is not resolved, the option to file the case with an independent dispute resolution body.

What does an effort to resolve directly with the trader mean?

It means that the consumer can fill in the information requested by the ADR4ALL app and submit the case directly to the trader from whom he purchased the product or service. After receiving a password, he can, through his smartphone, be connected with the trader in a secure digital environment and work out a solution to the problem together. No need for phone calls, e-mails or exchange of physical documents and no delays.

What does filing a case with a dispute resolution body mean?

If the consumer and the trader fail to find a solution, the consumer can file the same case with ADR point, which is an independent dispute resolution body (member of the Registry of ADR Bodies of the Ministry of Development and the European Commission), which will mediate in an attempt to resolve the problem. The app always encourages the consumer to contact the trader before he files a complaint with a dispute resolution body, as it also encourages the participation of traders in this process which is now becoming very simple and swift.

Where does the case go when the consumer files it?

In the event that he files the case directly to the trader, it goes to their admin panel of the trader's complaints department which has access to all the information and any uploaded material and can be connected with the consumer in a digital room in order to jointly work out a solution. If the case is filed with a dispute resolution body, it goes to its case management system, where from an appointed mediator communicates with the trader and the consumer in separate channels of a digital environment, with the aim of finding a solution to the problem.

How long does it take to file a case?

Depending on whether or not the consumer wants to describe the problem in detail and/or upload relevant documents, the filing process takes appx 3-4 minutes.

How can someone download the app?

The ADR4ALL app can be downloaded for free from Google Play and App Store and takes up just a tiny space on the user's smartphone.

The ADR4ALL mobile application and the entire consumer disputes management system have been created with the co-funding of the European Union.

More information on the website <https://www.adr4all.com>

