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Information on online dispute resolution: The EU Commission has created an internet platform for the online resolution of disputes (so-called "OS platform"). The OS platform serves as a point of contact for the out-of-court settlement of disputes relating to contractual obligations arising from online sales contracts. You can reach the OS platform under the following link: http://ec.euopa.eu/consumers/odr "Note according to § 36 Consumer Dispute Settlement Act (VSBG).