

NetNeutrals EU Reporting (01-01-2016 thru 31-12-2016)

Number of Disputes Received: 84 - Total number of disputes submitted (accepted, not accepted, eligible, ineligible)

Number Settled in Conciliation: 0

Number Settled in Mediations: 0

Number Settled in Adjudications: 0

Number Waiting on Trader: 74

Domestic Disputes: 67

Item/Service Not Received	12
Item/Service Not as Described	12
Late Delivery	1
Payment for Cancelled Transaction	1
Charged Twice	1
Incorrect Amount Charged	1
Fraudulent Transaction	3
Settlement Not Fulfilled	3
Other	33

Total: 67

Cross-border Disputes: 17

Item/Service Not Received	3
Item/Service Not as Described	1
Late Delivery	4
Payment for Cancelled Transaction	1
Charged Twice	0
Incorrect Amount Charged	0
Fraudulent Transaction	0
Settlement Not Fulfilled	1
Other	7

Total: 17

Ineligible Disputes: 56

Did not contact trader first-	0
Already pursued ADR-	25
Transaction date outside of range-	31
Consumer dropped out	0

Trader dropped out	0
Consumer lied	0
Frivolous or vexatious dispute	0
Trader refused case	0

Total: 56

Trader Never Responded 74

Discontinued Cases: Operational reasons

Settlement Rejected	0
Other	10

Total: 10

Average Time To Resolve:

All Disputes - None

Domestic Disputes - None

Cross-border Disputes - None

Beyond 90 days - None