

NetNeutrals EU Reporting (01-01-2017 thru 31-12-2017)

Number of Disputes Received:	26	
Number Settled in Conciliation:	0	
Number Settled in Mediations:	0	
Number Settled in Adjudications:	1	
Number Waiting on Trader:	20	

Domestic Disputes:	4	
Item/Service Not Received	1	25.00%
Item/Service Not as Described	0	0.00%
Late Delivery	0	0.00%
Payment for Cancelled Transaction	0	0.00%
Charged Twice	0	0.00%
Incorrect Amount Charged	1	25.00%
Fraudulent Transaction	2	50.00%
Settlement Not Fulfilled	0	0.00%
Other	0	0.00%
Total:	4	
Ineligible Total	1	

Cross-border Disputes:	21	
Item/Service Not Received	4	36.36%
Item/Service Not as Described	2	18.18%
Late Delivery	0	0.00%
Payment for Cancelled Transaction	0	0.00%
Charged Twice	0	0.00%
Incorrect Amount Charged	1	9.09%
Fraudulent Transaction	3	27.27%
Settlement Not Fulfilled	0	0.00%
Other	1	9.09%
Total:	11	
Ineligible Total	10	

Ineligible Disputes:	11	
Did not contact trader first-	0	0.00%
Already pursued ADR-	0	0.00%
Transaction date outside of range-	1	100.00%
Consumer dropped out	0	0.00%
Trader dropped out	0	0.00%
Consumer lied	0	0.00%
Frivolous or vexatious dispute	0	0.00%
Trader refused case	10	0.00%
Total:	11	

Trader Never Responded	18	
Discontinued Cases:	4	
Settlement Rejected	0	0.00%
Other	4	100.00%
Total:	4	

Average Time To Resolve:

All Disputes -	6 days
Domestic Disputes -	None
Cross-border Disputes -	6 days
Beyond 90 days -	None