



### **Alternative dispute resolution (ADR)**

Alternative dispute resolution (ADR) between consumers and traders is out-of-court conciliation on a voluntary basis.

ADR is carried out through conciliation commissions, including the Sectorial Conciliation Commission on water transport: email address: [adr.water@kzp.bg](mailto:adr.water@kzp.bg).

For more information: <https://kzp.bg/pomiritelna-komisiya>

As a user you have two options:

- Use the European Online Dispute Resolution Platform (ODR) / <http://ec.europa.eu/odr/> - a single access portal that allows EU consumers and traders to settle their disputes related to cross-border online shopping, and also with national.
- To submit an application for mediation directly to the Consumer Protection Commission (CPC).