Discontinuation of the European ODR Platform

2023/0375(COD) - 30/12/2024 - Final act

PURPOSE: to discontinue the European Online Dispute Resolution Platform.

LEGISLATIVE ACT: Regulation (EU) 2024/3228 of the European Parliament and of the Council repealing Regulation (EU) No 524/2013, and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regard to the discontinuation of the European Online Dispute Resolution Platform.

CONTENT: Regulation (EU) No 524/2013 of the European Parliament and of the Council established, and mandated the Commission to develop and maintain, the European Online Dispute Resolution Platform (the ‘ODR platform’) at Union level, offering a single point of entry to consumers and traders seeking the out-of-court resolution of disputes arising from online sales or service contracts.

This Regulation aims to repeal Regulation (EU) No 524/2013 with effect from 20 July 2025, **thereby terminating the ODR platform** and the obligations related to it. The level of performance of the existing ODR platform does not justify the public and private costs necessary to maintain it.

The submission of complaints to the ODR platform will be discontinued on 20 March 2025.

The Commission will inform users of the ODR platform with ongoing cases of the discontinuation of the ODR platform by 20 March 2025 and offer such users assistance to retrieve data related to their cases and accessible to them, where they wish to do so.

At the latest by 20 July 2025, all information, including personal data, related to cases in the ODR platform will be deleted.

ENTRY INTO FORCE: 31.12.2024.