



# Online Dispute Resolution For Business: B2B, ECommerce, Consumer, Employment, Insurance, and other Commercial Conflicts

*Colin Rule*

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In this original and highly useful resource, Colin Rule—a pioneer in the field of online dispute resolution (ODR)—shows how ODR can be used to resolve conflicts which inevitably arise both online and offline in business and commerce. Based on exclusive research and up-to-date best practices, *Online Dispute Resolution for Business* presents expert advice on how ODR can save time and money, offering timely suggestions and proven approaches for resolving business related conflicts online.



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