



**International
Standard**

ISO 32122

**Transaction assurance in
E-commerce — Guidance for
offering online dispute resolution
services**

*Assurance des transactions de commerce électronique —
Recommandations pour les offres de services de résolution de
litiges en ligne*

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CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
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