

Worksheet 1.16b: Questions about ADR

Use Robbie's information about ADR on Worksheet 1.16a to answer the questions below.

1. What does ADR stand for?

2. Give **two** advantages of using ADR rather than going to court.

a) _____

b) _____

3. What are the **three** main types of ADR called?

a) _____

b) _____

c) _____

4. Why is it usually in a seller's interests for a customer to be satisfied after ADR?

5. Why is it important that ADR covers both services (e.g. how good your wi-fi connection is) and products (e.g. whether a mobile works)?
