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Gender-specific pronouns & political correctness

The fact that the feminine form is not written in this text (for example, his order, instead of his/her order), is not meant as a disrespectful act towards females. It is merely to make the text easier to read. We therefore ask our female readers to forgive us for using the simpler form and would like them to know that they are also included in every way!

Conciliation body pursuant to regulation (EU) no 524/2013 regarding online dispute settlement in consumer affairs: <http://ec.europa.eu/consumers/odr/>

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