



NEYTENDASTOFA

Vélræn samskipti á íslenskri tungu

ELRC Workshop in Iceland

Tryggvi Axelsson, forstjóri

11. nóvember 2016

Opinber þjónusta – vélrænar þýðingar



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Lög nr. 2/1993 – fullgilding EES samningsins:

ÍSLAND: Aðild að innri markaði **ESB/EES ríkja** – 500 milljón manna markaður!
Fjórþætta frelsið

Vörur og þjónusta, frjálst flæði fólks, frjáls stofnsetning og búseta, fjármagn



Viðskipti yfir landamæri – netverslun!
Störf yfir landamæri – til og frá Íslandi!
Stofnsetning fyrirtækja – til og frá Íslandi!



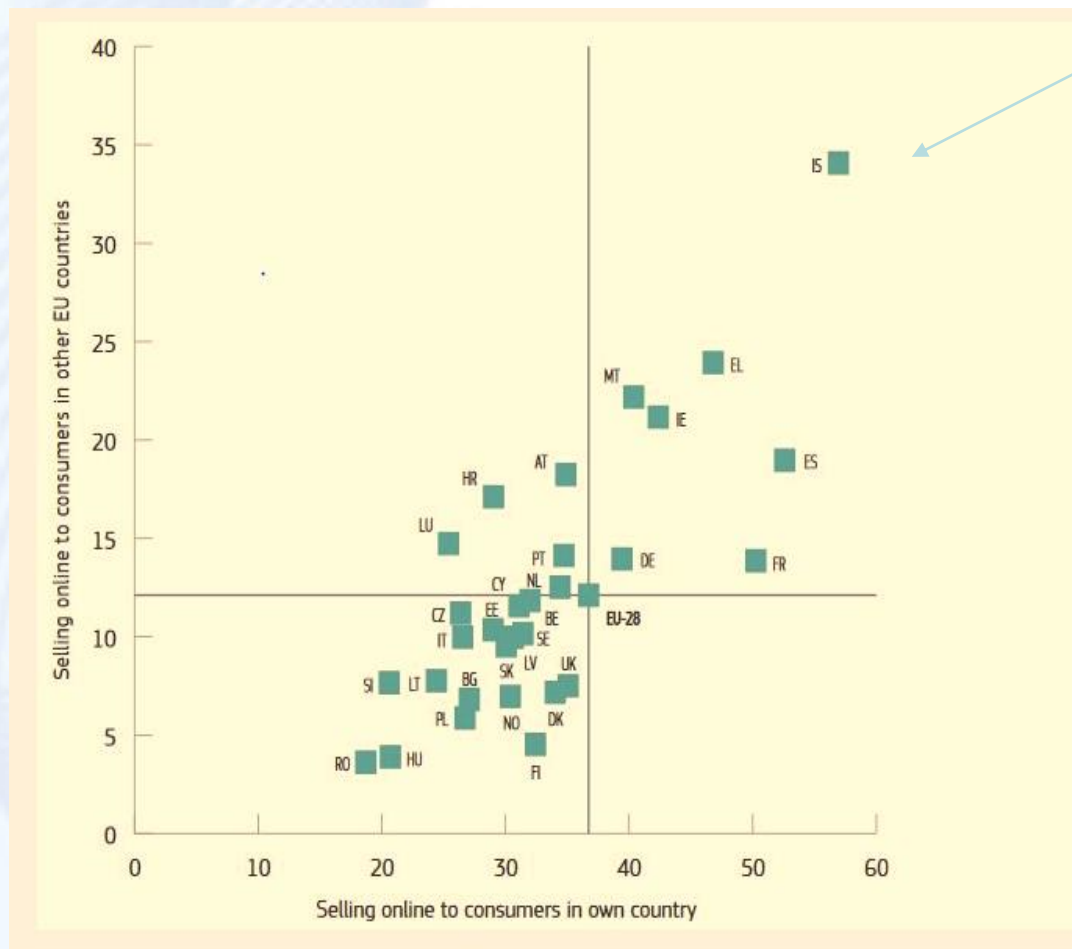
Rafræn viðskipti og opinber stjórnsýsla

Ísland: neytendur versla mest rafrænt innan EES-ríkja!



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Rafræn viðskipti (e-Commerce):



+

Opinber stjórnsýsla:

Opinber leyfi, skráningar, umsóknir, mínar síður (e-Government)



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Skilvirk neytendavernd yfir landamæri – og innan

Viðskipti fara úrskeiðis – galli, þjónusta ekki afhent:

Réttur neytenda til að fá úrlausn utan dómstóla – fljótvirkt og ódýr málsmeðferð

Ísland: Kærunefnd lausafjár- og þjónustukaupa

(Úrskurðarnefnd um viðskipti við fjármálafyrirtæki, Úrskurðarnefnd í váttryggingarmálum, Úrskurðarnefnd um ferðalög
Úrskurðarnefnd um efnalaugar og þvottahús, Úrskurðarnefnd um tannlækningar, Eftirlitsnefnd félags fasteignasala, Úrskurðarnefnd fjarskipta og
póstmála, Úrskurðarnefnd lögmanna)

Yfir landamæri – EES markaður:

ODR- On line dispute resolution system

Rafrænt, auðvelt og skilvirkt!



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A- A A+ English

KVARTA

Forsíða

Neytendur

Fyrirtæki

Um kvarta.is

Kærunefndir

Nýskráning

+354 510 1100

HVAÐ ER KVARTA.IS?

Kvarta.is er einn sameiginlegur inngangur fyrir neytendur að öllum kvörtunarnefndum sem starfa fyrir neytendur að lausn deilumála utan dómstóla ef upp kemur ágreiningur vegna kaupa á vöru eða þjónustu.

[Lesið meira](#)

Innskráning:

Netfang:

Lykilorð

Sýna

Innskrá

Gleymt lykilorð

Eða

island.is

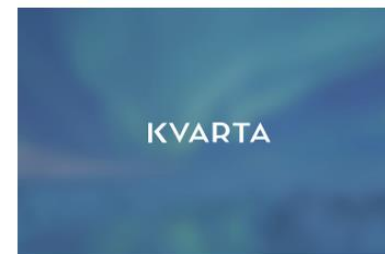
Fréttir og tilkynningar



Hvað kostar að senda inn



Þú þarft alltaf að leita fyrst lausnar hjá seljanda.



Kvarta.is vefurinn opnar

Yfir landamæri – ODR kerfið



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Online Dispute Resolution

HOME ABOUT THIS SITE GET HELP SIGN IN > Register

About this site

If you've had a problem with something you've bought online, you can use this site to try to reach an out-of-court settlement. You can only use it if you live in the EU and the trader is based in the EU. In some countries, you can also use this site if you are a trader and you want to complain about a consumer over a good or service you sold online.

I am a consumer
I want to submit a complaint against a trader

I am a trader
I want to submit a complaint against a consumer

> DISCLAIMER

> HOW DOES IT WORK?

> DISPUTE RESOLUTION BODIES

> NEED HELP?

> DATA PROTECTION

DISCLAIMER

Dispute resolution bodies are currently not available on this site for some sectors and in the following countries: **Croatia, Luxembourg, Poland, Romania, Spain** As a consumer you might not be able to use this site to solve your dispute with traders in these countries.



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Val á tungumáli – choose language

The screenshot shows a web browser window with the URL <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>. The page features the European Commission logo and the text "Online Dispute Resolution". On the left, it identifies the site as the "ONLINE DISPUTE RESOLUTION European Commission official website" and provides a brief description: "The Online Dispute Resolution website is an official website managed by the European Commission dedicated to helping consumers and traders resolve their disputes out-of-court." The main content is a grid of language options, each with a two-letter code and the language name in its native script. At the bottom, a section titled "Choose your language" explains that the site is available in all EU languages but may redirect to English if a translation is not available.

BG Български	CS Čeština	DA Dansk
DE Deutsch	ET Eesti	EL Ελληνικά
EN English	ES Español	FR Français
HR Hrvatski	IT Italiano	LT Lietuvių
LV Latviešu	HU Magyar	MT <u>Il-Malti</u>
NL Nederlands	PL Polski	PT Português
RO Română	SK Slovenčina	SL Slovenščina
FI Suomi	SV Svenska	

Choose your language

The ODR website is available in all EU languages; however, you might be redirected to English content if a translation is not available yet.

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=MT>



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File Edit View History Bookmarks Tools Help

Online Dispute Resolution

https://webgate.training.ec.europa.eu/odr/main/?consumer-question1=Y&consumer-question2=Y&consumer-question3=N&co Search

Most Visited Alpingi fjsis UCP - The Unfair Com... CIRCABC CPCS EEA-Lex

Online Dispute Resolution HOME ABOUT THIS SITE FAQ GET HELP MY DASHBOARD Matthildur SVEINDOTTIR

1 2 3

Tell us more about yourself

Please enter your personal contact details in the form. This will make it easier for the trader to identify you and for the dispute resolution body to contact you.

Why do we need this information?
So all the parties involved in the process know who you are and can contact you easily.

How do we protect your personal data?
[Privacy statement](#)

Trader details

What is your name? Matthildur SVEINDOTTIR

Where do you live?
Street
Postcode City
Select a country

In which language do you want to receive messages from this site?
български (BG)
čeština (CS)
Dansk (DA)
Deutsch (DE)

What is your email address? matthildur@neytendastofa.is

What is your phone number?
What is your phone number?

Is somebody representing you over the complaint? Yes No

Describe your complaint

Personal information

SUBMIT YOUR COMPLAINT SAVE AS DRAFT



Rafræn viðskipti og rafræn opinber stjórnsýsla á opnum innri markaði:

Forsenda til framtíðar eru vélrænar þýðingar

Takk fyrir!