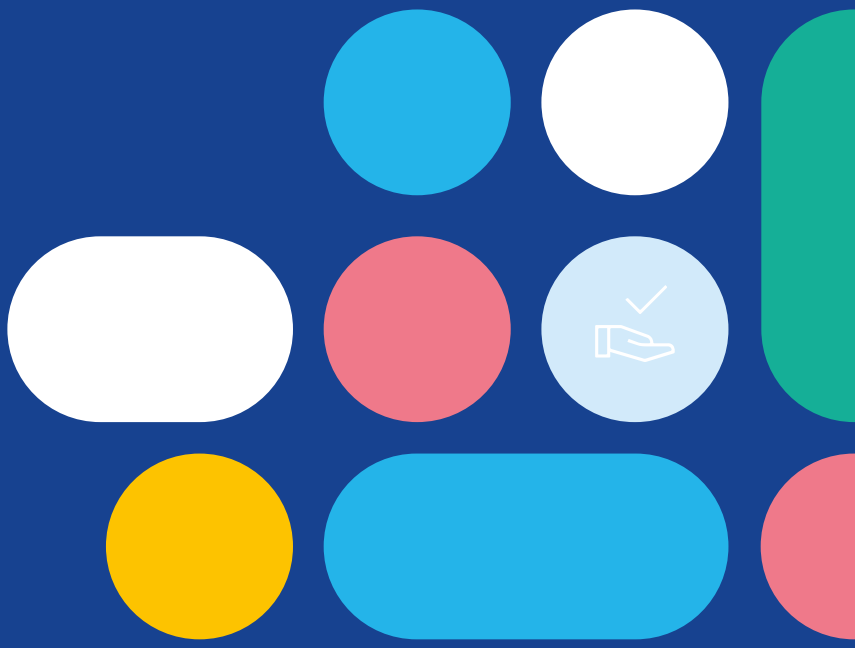
Guide to .eu Alternative Dispute Resolution

20 Years of .eu ADR in 2026

.eu
POWERED BY EURid

www.eurid.eu



Introduction

Welcome to the Guide to **.eu Alternative Dispute Resolution.**

This publication provides practical information for individuals and legal entities who are considering initiating a .eu Alternative Dispute Resolution (ADR) proceeding. It also provides information for .eu domain name holders who wish to better understand the possibilities available when a dispute arises.

The European Registry for Internet Domains vzw (EURid) is a Belgian not-for-profit organisation appointed by the European Commission in 2003 to manage the .eu top-level domain and its variants in the Greek and Cyrillic scripts. One of EURid's key responsibilities is to offer a simple, accessible, efficient and uniform domain name dispute resolution mechanism. The ADR system was created to fulfil this obligation, and in 2026 we proudly celebrate the 20th anniversary of the .eu ADR.

"EURid, the .eu Registry, is committed to assisting rights holders in safeguarding their intellectual property and other legal rights, ensuring the .eu top-level domain remains a trusted, secure and compliant space within Europe's digital environment."

Peter Janssen
General Manager
EURid

This guide is intended for information purposes only. It complements, but does not replace, the information published on EURid's website. For complete and binding procedures, please refer to the ADR Rules and to the Supplemental Rules of the respective .eu ADR Providers.

Contents

The .eu Alternative Dispute Resolution (ADR) 6

Criteria for a Successful Complaint 8

How to Start a .eu ADR Proceeding 12

Check the WHOIS Information 13

Choose a .eu ADR Provider 14

Check the Language of the .eu ADR Proceeding 15

More than 1 Disputed Domain Name 15

Eligibility Criteria for Registering .eu Domain Names 16

.eu ADR Fees 18

Status of Disputed Domain Name 18

Required Contact Information 19

How to Submit a Response 20

How to Submit a Response to the WIPO Center 20

How to Submit a Response to the Czech Arbitration Court 21

How to File a Complaint 22

How to File a Complaint via the WIPO Center 22

How to File a Complaint via the Czech Arbitration Court 23

Procedural Steps of a .eu ADR Proceeding 24

Who Decides on a Complaint 26

The .eu ADR Decision 28

Implementation of the .eu ADR Decision 30

The Complaint is Accepted and the Panellist Orders Transfer 30

The Complaint is Accepted and the Panellist Orders Revocation 30

The Complaint is Rejected 32

The Parties Reach a Settlement 32

The Complaint is Withdrawn or Deficient 32

Testimonial of Carrefour 34

.eu ADR in Numbers 35

Legal Framework 38

The .eu Alternative Dispute Resolution (ADR)

The .eu ADR is an alternative dispute resolution procedure for solving disputes about .eu, .ею and .ευ domain names. It offers several advantages over traditional court proceedings:

Faster resolution

ADR cases are typically resolved within 2 months.

Lower cost

ADR is significantly less expensive than going to court.

Simplicity and accessibility

Procedures are user-friendly, with online filing and communication. The ADR system is designed to be accessible even to individuals and smaller businesses (SMEs).

Specialized expertise

The ADR Panellists are experts in intellectual property law and domain names, ensuring informed decisions.

Legal representation is not mandatory

Some cases are handled without legal representation.

Multilingual support

The ADR procedure is available in all 24 official EU languages.

Binding decisions

The ADR decisions are binding (after a 30-day period) and enforceable by EURid. If the Panellist rules in favour of the complainant, the domain name can be transferred or revoked directly after the 30-day period.

The .eu ADR is governed by the **.eu Alternative Dispute Resolution Rules** and the **Supplemental Rules** of the .eu ADR Providers:

- CAC Supplemental Rules for .eu Alternative Dispute Resolution Rules
- World Intellectual Property Organization Supplemental Rules for .eu Alternative Dispute Resolution Rules

During the proceedings, the party disputing the registration of a domain name is referred to as the 'Complainant(s)', while the domain name holder or registrant is referred to as the 'Respondent'. Together, they are referred to as the 'Parties'.

The legal expert who decides on a complaint is referred to as the 'Panellist'.

A Complainant (whether an individual or a legal entity) may initiate a .eu ADR proceeding against the holder of a .eu domain name (the registrant) and request the transfer or revocation of a domain name.

Criteria for a Successful Complaint

In a .eu ADR proceeding,
the Complainant must **prove** that:

- the domain name is identical or confusingly similar to a name in respect of which a right is recognised or established by the national law of a Member State and/or European Union law **and**; either
- the domain name has been registered by the domain name holder without rights or legitimate interest in the name; **or**
- the domain name has been registered or is being used in bad faith.

Types of Rights

The Complainant may invoke the following types of rights:

- **trademark**
- **copyright**
- **geographical indication**

  provided in national law of a Member State or European Union law, and

- **unregistered trademark**
- **trade name**
- **business identifier**
- **company name**
- **family name**
- **distinctive title of protected literary and artistic work**

  insofar as they are protected under national law in the Member State where they are held.

Respondent's Rights or Legitimate Interests

According to Paragraph B11(e) of the ADR Rules, **circumstances demonstrating the Respondent's rights or legitimate interests in the domain name include:**

(1)
prior to any notice of the dispute, the Respondent has used the domain name or a name corresponding to the domain name in connection with the offering of goods or services or has made demonstrable preparation to do so;

(2)
the Respondent, being an undertaking, organisation or natural person, has been commonly known by the domain name, even in the absence of a right recognised or established by national and/or European Union law;

(3)
the Respondent is making legitimate and non-commercial or fair use of the domain name, without intent to mislead consumers or harm the reputation of a name in respect of which a right is recognised or established by national law and/or European Union law.

Evidence of Bad Faith Registration or Use

According to Paragraph B11(f) of the ADR Rules, **the following circumstances may be evidence of the registration or use of a domain name in bad faith:**

(1)

Circumstances indicating that the domain name was registered or acquired primarily for the purpose of selling, renting or otherwise transferring the domain name to the holder of a name in respect of which a right is recognised or established by national and/or European Union law, or to a public body; or

(2)

The domain name has been registered in order to prevent the holder of a name in respect of which a right is recognised or established by national and/or European Union law, or a public body, from reflecting this name in a corresponding domain name, provided that:

(i) the Respondent has engaged in a pattern of such conduct; or

(ii) the domain name has not been used in a relevant way for at least two years from the date of registration; or

(iii) there are circumstances where, at the time the ADR Proceeding was initiated, the Respondent has declared its intention to use the domain name in respect of which a right is recognised or established by national and/or European Union law or which corresponds to the name of a public body in a relevant way but failed to do so within six months of the day on which the ADR Proceeding was initiated;

(3)

the domain name was registered primarily for the purpose of disrupting the professional activities of a competitor; or

(4)

the domain name was intentionally used to attract Internet users, for commercial gain to the Respondent's website or other online location, by creating a likelihood of confusion with a name in respect of which a right is recognised or established by national and/or European Union law, or it is a name of a public body, with such likelihood arising as to the source, sponsorship, affiliation or endorsement of the website or location or of a product or service on the website or location of the Respondent; or

(5)

the domain name is a personal name for which no demonstrable link exists between the Respondent and the domain name registered.

When filing a complaint, the Complainant should attach any **documentary or other evidence**, including any evidence concerning the rights upon which the complaint relies. If a right protected under national law in the Member State where it is held is invoked, **reference to the relevant legislation** must be provided.

How to Start a .eu ADR Proceeding

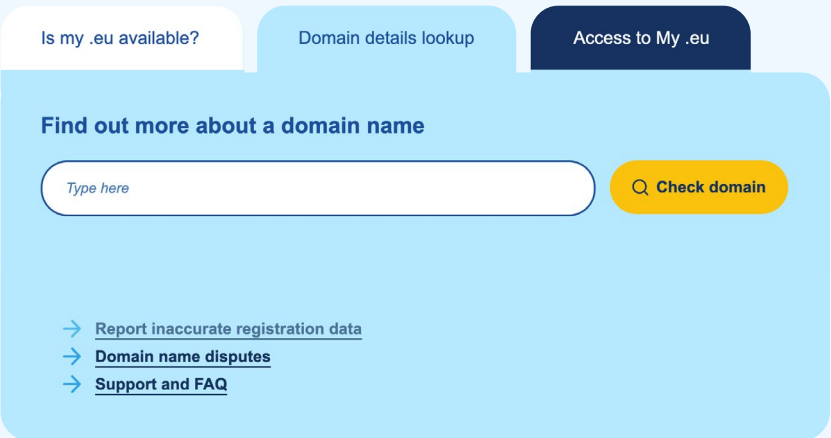
- Look up the registration details of the domain name (via WHOIS)
  whois.eurid.eu
- Select a .eu ADR Provider (the WIPO Center or the CAC)
- Check which language you need to file your complaint in (via WHOIS)
  whois.eurid.eu
- Decide whether to request transfer or revocation of the domain name
- Check the applicable ADR fee

Check the WHOIS Information

The domain name holder's email address is displayed under 'Registrant' in the web-based **WHOIS** (whois.eurid.eu) alongside the registrar's contact details. The registrar is the entity through which the domain name was registered.

whois.eurid.eu

EURid's **WHOIS Policy** contains details on what is displayed in the web-based WHOIS.



As a first step, we recommend contacting the domain name holder via email (preferably in the language indicated under 'Registrant') regarding your claim for the domain name, as they may agree to provide you with the transfer authorisation code (TAC) in order to avoid any judicial or extrajudicial (ADR) proceedings.

Choose a .eu ADR Provider

The .eu ADR proceedings are administered in all 24 official EU languages by reputable alternative dispute resolution providers with appropriate expertise. These providers are selected by the .eu Registry through an objective, transparent and non-discriminatory process.

Currently there are 2 .eu ADR Providers:

The WIPO Center

World Intellectual Property Organization (WIPO) Arbitration and Mediation Center

"WIPO – the global leader in domain name dispute resolution – appreciates EURid's dedication to creating an affordable and efficient dispute resolution procedure in the .eu domain name space. We are pleased to collaborate with EURid since 2017, providing intellectual property rights holders in the EU a streamlined and cost-effective ADR mechanism to combat abusive domain name registrations. This valuable partnership enables us to share our expertise ensuring that the .eu ADR Rules address EU needs while meeting international standards of IP and consumer protection."

Marco Alemán
Assistant Director General
WIPO

The Czech Arbitration Court

Arbitration Court attached to the Czech Chamber of Commerce and Agricultural Chamber of the Czech Republic

"The Czech Arbitration Court is an independent body providing services in .eu ADR proceedings since 2005. The CAC handled over 1,800 cases in .eu ADR through a unique online platform for online case filing and management. The platform currently functions in all EU official languages. The aim of the CAC is to offer effective, cost-efficient, comprehensible and fair ADR procedure and to ensure all qualities that alternative dispute resolution provides."

Lenka Schäfer
Secretary General
Czech Arbitration Court

Check the Language of the .eu ADR Proceeding

The language of the .eu ADR Proceeding is the language displayed under the 'Registrant' information in the web-based **WHOIS** (whois.eurid.eu).

You can request that the Panellist conduct the proceedings in another language.

Please consult your chosen .eu ADR Provider's website for information on how to submit a 'Request to Change the Language' of the ADR proceeding and the applicable fees.

More than 1 Disputed Domain Name

If the Parties (Complainant and Respondent) **and** the language of the ADR proceedings are the same, a complaint may relate to more than one .eu domain name. If this is not the case, separate complaints must be filed.

Eligibility Criteria for Registering .eu Domain Names

If a Complainant requests the transfer of the disputed domain name, evidence must be provided that the Complainant satisfies the general eligibility criteria for registration as set out in Article 3 of Regulation (EU) 2019/517 of the European Parliament and of the Council:

Eligibility criteria

Registration of one or more domain names under the .eu TLD can be requested by any of the following:

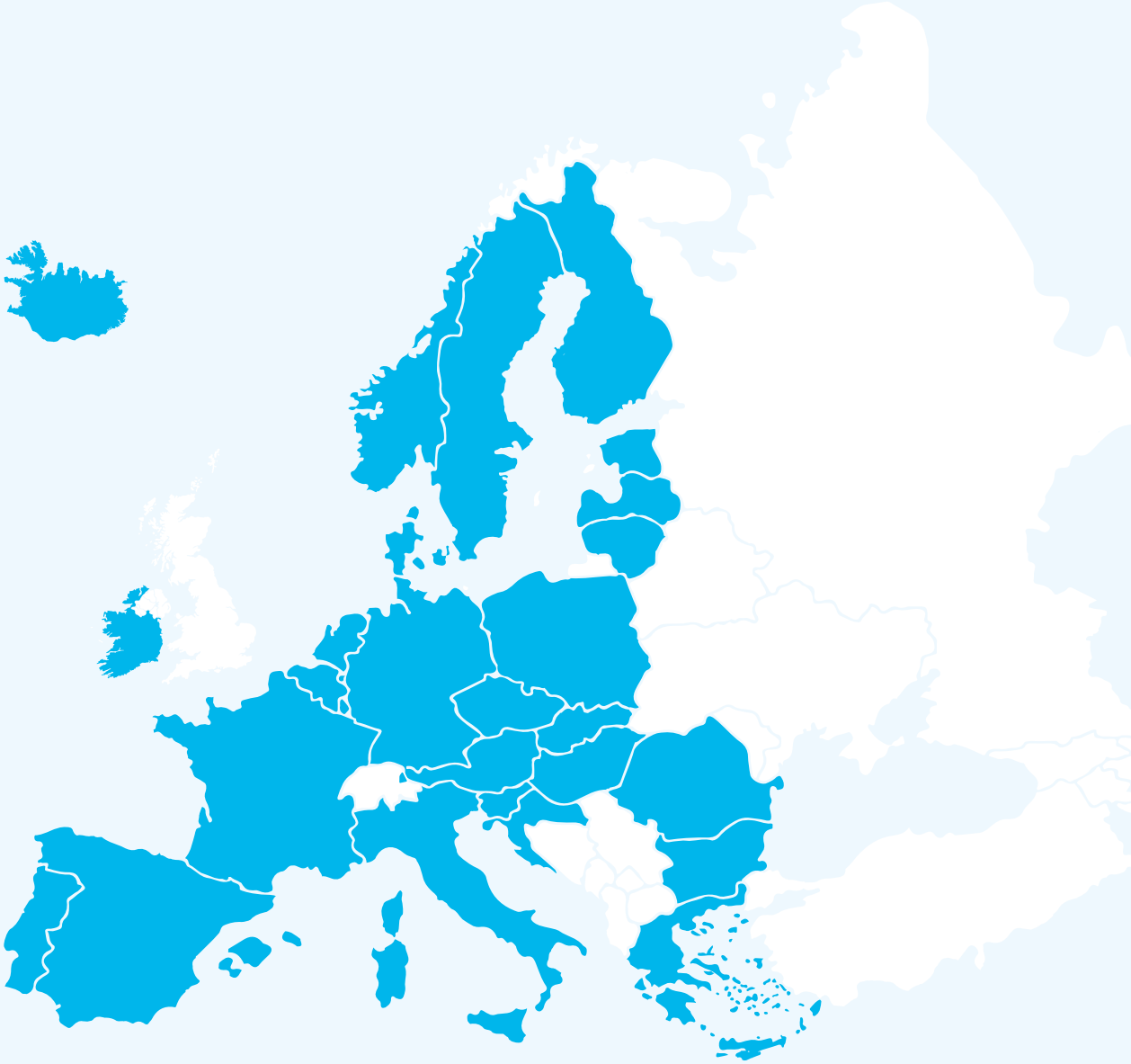
(a) a Union citizen, independently of their place of residence;

(b) a natural person who is not a Union citizen and who is a resident of a Member State;

(c) an undertaking that is established in the Union; and

(d) an organisation that is established in the Union without prejudice to the application of national law.

Since Regulation (EU) 2019/517 applies throughout the European Economic Area (EEA), undertakings having their registered office, central administration or principal place of business in Iceland, Norway and Liechtenstein, organisations established in Iceland, Norway and Liechtenstein and residents in Iceland, Norway and Liechtenstein are allowed to register .eu domain names.



Requesting Transfer or Revocation of Domain Name

If the Complainant meets the general eligibility criteria and is interested in registering the domain name, they can request that the Panellist order the transfer of the disputed domain name.

If the revocation of the domain name is requested, bear in mind that a revoked domain name is released for general registration after 6 months.

Complainants who are not eligible for a .eu domain name can only request its revocation. However, if the Complainant is a legal entity that can demonstrate that it has a subsidiary in the EU, they can request that the domain name be transferred to that subsidiary. The subsidiary should also be indicated as complainant in the complaint (Co-complainant). If a Co-complainant who meets the eligibility criteria is added, it is not necessary for that entity to hold the rights claimed for the purposes of the first element of the complaint.

.eu ADR Fees

The .eu ADR Providers charge a fee for initiating ADR proceedings.
The ADR fee is to be paid by the **Complainant**.

The applicable fees for the administrative procedure are specified on the websites of the .eu ADR Providers. The fees depend on the number of Panellists and disputed domain names.
For example, in the case of one Panellist and 1–5 domain names involved in the dispute, the fee is **EUR 1,300**; in the case of three Panellists and 1–5 domain names, the fee is EUR 3,100.

EURid is offering a temporary contribution of EUR 600 towards ADR fees for filing an ADR complaint. Therefore, the actual fee payable, for example, in the case of one Panellist and 1–5 disputed domain names, is **EUR 700**; in the case of three Panellists and 1–5 domain names, it is EUR 2,500.

Please note that EURid may decide to end its financial contribution.
Therefore, always consult the relevant website for information on the applicable fee.

Visit WIPO Center

Visit CAC

The fee for a 'Request to Change Language' is also displayed in the table of fees.
No discount is applicable for requests to change the language of the ADR proceedings.

Status of Disputed Domain Name

When the .eu ADR Provider notifies the Registry that an ADR proceeding has been initiated, the Registry places the disputed domain name **'on hold'** in accordance with its terms and conditions. This prevents the domain name holder from transferring the domain name to a third party or another registrar and prevents the modification of the registration data while the proceedings are ongoing. When a domain name is 'on hold', the website and email address linked to the domain name remain active. The status of the domain name is displayed in the web-based WHOIS (whois.eurid.eu).

Required Contact Information

Complainant

When filing a complaint, the contact details of the Complainant, and of any legal representative, must be provided.

When implementing an ADR decision, the Registry relies on the information provided in the complaint.

Therefore, if the transfer of the disputed domain name is requested, it is mandatory to submit the following information necessary for .eu domain name registration:

- **Full name**
- **Name of organisation**
  (if the Complainant is a legal entity)
- **Postal address**
- **Phone number**
- **Email address**

Respondent (Domain Name Holder or Registrant)

When filing a complaint, the contact details of the domain name holder will be requested.

In accordance with EURid's **Registration Data Disclosure Policy**, legitimate access seekers may request the disclosure of the registration data of a domain name holder (registrant) by submitting a completed request form to EURid by email to legal@eurid.eu.

The Policy and the associated request form can be found in all official languages of the EU on the EURid website (eurid.eu/en/document-repository).

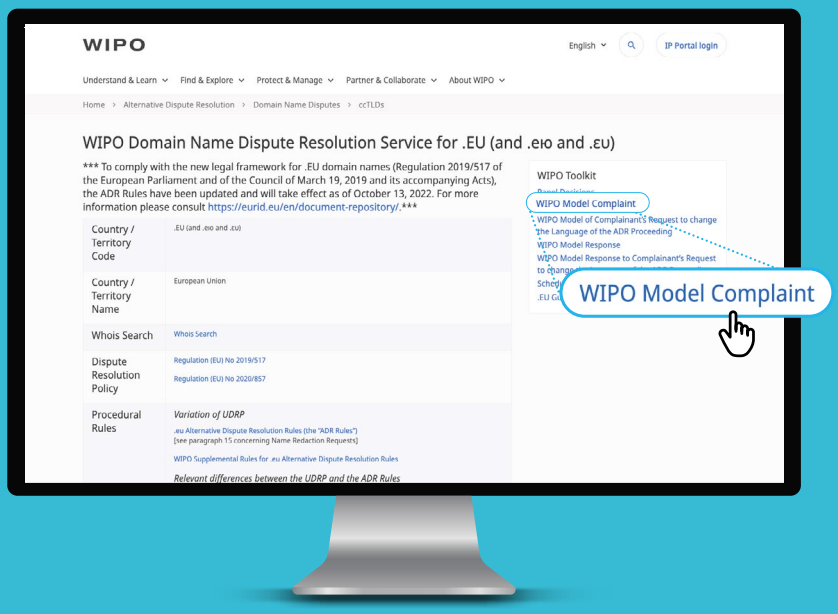
Initiating judicial or extrajudicial (ADR) proceedings may constitute a legitimate reason for requesting the data. However, when filing an ADR complaint, it is sufficient to refer to the data displayed in the web-based WHOIS (whois.eurid.eu). The .eu ADR Provider will request the verification of the registrant data from EURid after initiation of the case. The Complainant then has the opportunity to amend their complaint in line with the provided data.

How to File a Complaint

via the WIPO Center

The .eu ADR proceeding administered by the WIPO Center is conducted via email correspondence.

The complaint using the **WIPO Model Complaint** must be sent **via email** to **domain.disputes@wipo.int**.



Visit WIPO Center

Contact details of the WIPO Center

34, chemin des Colombettes
1211 Geneva 20, Switzerland

+41 22 338 82 47

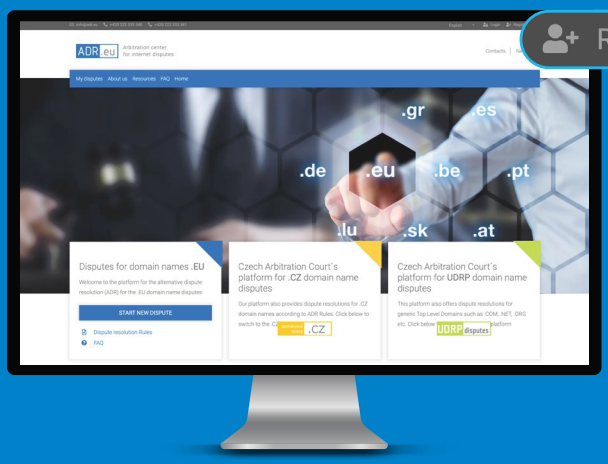
domain.disputes@wipo.int

www.wipo.int/amc

How to File a Complaint

via the Czech Arbitration Court

The Czech Arbitration Court (CAC) administers .eu ADR proceedings using a **secured online platform** (eu.adr.eu). Complaints must be filed **electronically** through that online platform. The platform offers standardized forms for the users to fill in, the process is very simple and there are guiding notes in the forms.



Visit CAC

First, register on the platform by clicking 'Registration' on the top bar of the webpage. If you are a representative of the prospective Complainant, you can create your own account and prepare the complaint in the mode of a representative (while preparing the complaint, you will simply choose the option that you are preparing the complaint on behalf of your client).

→ After registration you must log in.
→ To initiate a dispute, click on the 'Start a new dispute' item in the 'My disputes' menu. Then click on 'Confirm start of ADREU dispute'.
→ Select the language of the ADR Proceeding and click on the 'File form' button. If you choose 'Save' the form will be saved for your later updates, but the CAC will not be able to see it.
→ Click on the 'Complaint' item in the top bar or at the left-hand menu.
→ Fill in the complaint form.
→ Upload your annexes.
→ Submit your Complaint by clicking on the 'File complaint' button. If you choose 'Save', the form will be saved for your later updates, but the CAC will not be able to see it until filed.
→ You may choose to pay the initial fee via credit card payment or via bank transfer.

Please consult the FAQ for Complainants for further details.

FAQ page

Contact details of the Czech Arbitration Court

Vladislavova 17
110 00 Prague 1, Czech Republic

+420 222 333 340

info@adr.eu
www.adr.eu

How to Submit a Response

As set out in the Terms and Conditions for .eu, .ευ and .ευ Domain Names, the holder of a .eu domain name must ensure that their registration data is **accurate, complete and up to date at all times.** They must not register or use the domain name in a speculative or abusive way, in a way that violates any third-party rights, applicable laws or regulations, in bad faith, contrary to public interest or morality, or for any unlawful purpose.

If you are a domain name holder and have received notification that ADR proceedings have been initiated in relation to your .eu domain name, please follow the instructions in the notification.

The notification is sent by the .eu ADR Provider to the email address indicated under 'Registrant' in the WHOIS database (whois.eurid.eu).

The response must be filed within **20 days** of receiving notification of the proceedings.

In your response to the complaint, you should provide evidence in support of your defence regarding the following claims:

the domain name has been registered without any rights or legitimate interest in the name; and/or

the domain name has been registered or is being used in bad faith.

Please note that the Registry places the disputed domain name **'on hold'** upon being notified of the start of the .eu ADR proceedings. While the domain name is 'on hold', the website and email address linked to the domain name remain active. However, it cannot be transferred to a third party or another registrar, and the registration data cannot be modified while the proceedings are ongoing. The status of the domain name is displayed in the web-based WHOIS (whois.eurid.eu) together with the language of the ADR proceedings.

If you decide to give up the domain name, you should contact the Complainant through the .eu ADR Provider to negotiate an amicable solution. If an agreement is reached, the ADR proceedings may be formally terminated.

How to Submit a Response

to the WIPO Center

If you have received a notification of ADR proceedings from the WIPO Center, you must send your response and any annexes **via email to domain.disputes@wipo.int** using a model response.

For the domain name holder, the WIPO Model Response can be found on the website.

WIPO Model Response

to the Czech Arbitration Court

If you have received a notification of ADR proceedings from the CAC, the response must be submitted via the **CAC online platform** (eu.adr.eu).

- To file a response, you must log in using the username and password provided by the CAC.
- To enter your dispute, click on the 'My disputes' item in the 'My disputes' menu and click on the respective case number in the middle of the screen.
- Click on 'Response' in the 'Dispute' menu.
- Fill in the response form.
- Upload your annexes.
- Submit your response by clicking on the 'File response' button.

Please consult the FAQ for Respondents for further details.

FAQ for Respondents

Failure to submit a response may affect the outcome of the proceedings.

Procedural Steps of a .eu ADR Proceeding

The following are the **standard** procedural steps of a .eu ADR proceeding.

Step 1

Filing the Complaint

The Complainant files a complaint and pays the required fee.

Step 2

Request for Verification

The .eu ADR Provider requests EURid to confirm the registrar and current registrant of the domain name, provide all available contact details, ensure that the domain name remains ‘on hold’ during the ADR proceeding, and indicate the language of the proceedings.

Step 7

Administrative Review

The .eu ADR Provider reviews the response for administrative compliance. If the response does not require amendment, the .eu ADR Provider appoints a Panellist. If administrative deficiencies are identified, the Respondent has 7 days to submit an amended response.

Step 8

Appointment of Panellist

The .eu ADR Provider appoints an impartial and independent Panellist.

Step 9

Decision Rendering

The .eu ADR Panellist renders a decision within 14 days.

Step 3

Verification and Domain Name Status

EURid provides the requested information to the .eu ADR Provider and puts the disputed domain name ‘on hold’.

Step 4

Administrative Review

The .eu ADR Provider reviews the complaint for administrative compliance. If the complaint does not require amendment, the .eu ADR Provider confirms the commencement of proceedings. If there are administrative deficiencies, the .eu ADR Provider gives the Complainant 7 days to amend the complaint.

Step 5

Informing the Respondent

The .eu ADR Provider informs the .eu domain name holder of the complaint within 5 days.

Step 6

Response Submission

The domain name holder has 20 days to submit a response.

Step 10

Notification and Publication

The .eu ADR Provider informs the Parties, the registrar, and EURid of the decision and publishes it on the website within 5 days.

Step 11

Implementation of Decision

EURid implements the decision after a 30-day period.

Who Decides on a Complaint

The .eu ADR decisions are issued by **Panellists** who are experts in intellectual property law.

Panellists are selected by the .eu ADR Provider through an objective, transparent, and non-discriminatory process based on their relevant expertise.

Panellists must be impartial and independent, with no personal or economic interest in the outcome of the dispute. They are required to act in good faith, with fairness and due diligence, and to maintain the confidentiality of all information disclosed during the proceeding.

A public **list of Panellists**, together with their qualifications, is available on the .eu ADR Provider's website:

The WIPO Center

WIPO

Visit WIPO Center

The Czech Arbitration Court

ADR.eu

Visit CAC

In most cases, the decision is rendered by **one Panellist** appointed by the .eu ADR Provider.

However, either the Complainant or the Respondent may request that the dispute be decided by **three Panellists**. In such cases, each Party may nominate candidates, and the .eu ADR Provider appoints the Panellists in accordance with the applicable rules. Decisions issued by three Panellists are adopted by simple majority.

Please note that a higher fee applies if three Panellists are requested.

Following appointment, the .eu ADR Provider transmits the case file to the Panellist(s), who will render a decision within **14 days.**

Decisions are **final and binding** and are **not subject to appeal**. However, within 30 days of notification of a decision ordering the transfer or revocation of a domain name, a Party may initiate court proceedings in a mutual jurisdiction.

The .eu ADR Decision

The .eu ADR proceeding usually takes around 2 months from filing a complaint to the notification of the decision.

The .eu ADR decision is binding unless a Party initiates court proceedings in a mutual jurisdiction, to which the Complainant submitted under the ADR Rules, within 30 days of notification of the decision to the Parties, the registrar and the Registry.

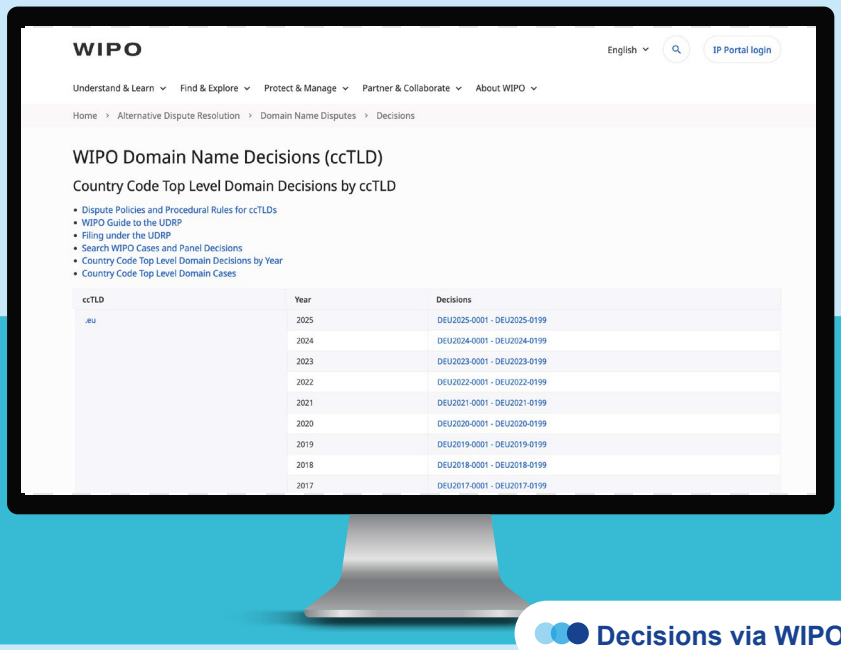
The .eu ADR decisions are **implemented** by the .eu Registry **within 30 days** after the notification of the decision to the Parties, the registrar and the Registry.

A Party initiating **court proceedings** must notify the .eu ADR Provider and the Registry thereof within 30 days of being notified of the .eu ADR decision. The notification must be accompanied by documentary evidence. The status of the disputed domain name remains ‘on hold’ for the duration of the court proceedings.

In the absence of such notification, the Registry shall consider the decision to be final and shall implement the decision.

All .eu ADR decisions are publicly available.

→ **Decisions rendered via the WIPO Center**

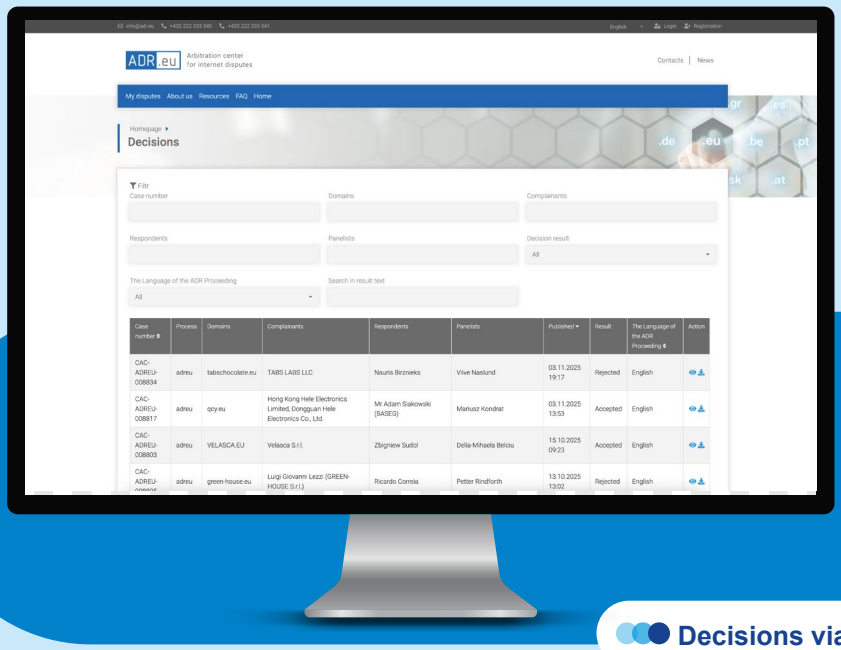


Decisions via WIPO Center

Name redaction

Any individual who is a Party to an ADR proceeding (i.e. Complainant or Respondent) may request that their name not be displayed in the .eu ADR decision published on the .eu ADR Provider's website. A reasoned request for name redaction must be submitted to the .eu ADR Provider for consideration.

→ Decisions rendered via the Czech Arbitration Court



Decisions via CAC

Implementation of the .eu ADR Decision

The Complaint is Accepted and the Panellist Orders Transfer

If the complaint is accepted and the Panellist orders the transfer of the disputed domain name, after a 30-day period EURid will transfer the domain name to the Complainant and to a dedicated EURid holding account.

EURid will then notify the Complainant via email, requesting that they take the following final steps:

- Choose an accredited .eu registrar. The list of accredited .eu registrars can be found on EURid's website.
- Log in to the 'My.eu' platform (my.eurid.eu) and generate a transfer authorization code.
- Provide the chosen registrar with the transfer authorization code so they can execute the transfer.
- Note that the domain name will be automatically deleted if it is not transferred to a registrar within a year of notification.

The Complaint is Accepted and the Panellist Orders Revocation

The Panellist may order that the disputed domain name be revoked, because the Complainant is not eligible for .eu domain name registration and/or has requested the revocation of the domain name.

In that case the Registry will revoke the domain name after a 30-day period. The domain name will be placed in withdrawn status and released for general registration after 6 months.

If a domain name is made available, any eligible party can register it on a first-come, first-served basis via any accredited .eu registrar.

airbnb.eu cloudflare.eu amazon-it.eu instagram.eu lufthansa.eu prada.eu

skyscanner.eu disneylandparis.eu bundesliga.eu lego-land.eu alipay.eu

rakuten.eu converse.eu superdry.eu lululemon.eu clarins.eu sodexo-group.eu

papajohns.eu jacquemus.eu pathe.eu euronews.eu neteller.eu winamp.eu yakult.eu

zoho.eu payoneer.eu signnow.eu copart.eu škoda.eu dr-max.eu edfman.eu

yooxnet-a-porter.eu abbeywealth.eu biontechpharma.eu carrefourfrance.eu fnacdarty.eu

germanwings.eu medtronic.eu interrail.eu maersk-cargo.eu mapfre-es.eu

merckgroupe.eu agfa-photo.eu suzuki.eu toyotabank.eu enterprisecarrental.eu

dpd-parcels.eu geberit.eu guggenheim.eu hanzeuniversity.eu hotel-adlon.eu amadeus.eu

unicajasur.eu saintgobain.eu cashconverters.eu bb-hotels.eu benq.eu audio-technica.eu

tilray.eu truelayer.eu bmw-navigation.eu energylinx.eu pfsense.eu gastrojobs.eu hydac.eu

pingodoce.eu raisio.eu jerzees.eu letsgetchecked.eu blenderbottle.eu birdbuddy.eu

photoneo.eu mixa.eu betmaster.eu insideshop.eu digipen.eu rotary.eu

itaka.eu nyu.eu lakshmimittal.eu adelstein.eu kaufmann.eu steiner.eu

prechtl.eu finck.eu zauner.eu occitane.eu denon.eu microoft.eu teslaclinic.eu

ikeaanderlecht.eu porsche-magazin.eu quellekataloge.eu sony-ericsson.eu esprit.eu

zanussicookware.eu lidl-produits.eu herbalife-products.eu eurelecgroup.eu credit-mutuels.eu

auchan-holding.eu belfius-inloggen.eu cajotechnologies.eu fondazionearmani.eu

kpmg-finance.eu leroymerlin-groups.eu michelingreenstar.eu pastabarilla.eu openlane-italia.eu

fc-bayern-munchen.eu audi.eu bancodeespaña.eu e-airfrance.eu christopherkaneshop.eu

carrefourwinkel.eu swarovskicrystalsale.eu boerse-frankfurt.eu auchan-corporation.eu

A selection of domain names transferred to the Complainant following .eu ADR proceedings.

The Complaint is Rejected

If the Panellist rejects the complaint, the Registry will remove the ‘on hold’ status following a 30-day period.

The Parties Reach a Settlement

If the Parties involved in a dispute reach a settlement while the ADR proceeding is suspended and the domain name holder agrees to the transfer of the domain name, the transfer can be initiated through the standard process. However, the disputed domain name will remain ‘on hold’.

- During the suspension period the domain name holder (the Respondent) must provide the Complainant with the transfer authorisation code. The code can be obtained from the registrar or by logging in to the ‘My .eu’ platform (my.eurid.eu) using the domain name and the registrant’s email address listed in the web-based WHOIS (whois.eurid.eu).

- The Complainant must then select an accredited .eu registrar to handle the transfer. The list of accredited .eu registrars can be found on EURid’s website.

- Once the Complainant has received the transfer authorisation code, they should submit it to their chosen registrar to initiate the transfer. While the domain name remains ‘on hold’, EURid will review the transfer request and either approve or reject it.

If the transfer request is in the name of an eligible Complainant named in the ADR complaint and the transfer of the domain name was requested in the complaint, the request will be approved and the ‘on hold’ status will be removed.

If the Complainant originally requested revocation of the domain in the ADR complaint and/or the Complainant is not eligible for .eu domain name registration, the transfer request will be rejected. Requests to transfer the domain name to a third party other than the Complainant will also be rejected.

The Complaint is Withdrawn or Deficient

If the complaint is withdrawn or deficient, the .eu Registry will remove the ‘on hold’ status following receipt of the notification of the .eu ADR Provider.

The .eu ADR decisions are implemented by EURid, the .eu Registry

Complaint accepted

Panellist orders transfer of the domain name

EURid **transfers** the domain name to the Complainant and to a EURid account after a 30-day period. The Complainant must complete the remaining steps within a year.

Complaint accepted

Panellist orders revocation of the domain name

EURid **withdraws** the domain name after a 30-day period. The domain name is released for general registration after a period of 6 months.

Complaint rejected

EURid removes the '**on hold**' status after a 30-day period.

Settlement

EURid **monitors** the transfer of the domain name during the suspension of the ADR procedure.

Withdrawn or deficient complaint

EURid removes the '**on hold**' status upon receipt of notification from the .eu ADR Provider.

Court proceedings initiated

EURid and the .eu ADR Provider must be notified thereof within 30 days of notification of the ADR decision. The domain name remains 'on hold' pending the outcome of court proceedings.

Summary of the implementation of the .eu ADR decision.

Testimonial of Carrefour

Carrefour is one of the world's largest retail groups, with over 13,000 stores in more than 30 countries, and the owner of an extensive trademark portfolio, including multiple national, European Union, and international registrations for the name 'CARREFOUR', which is widely recognized by consumers globally.

As part of its digital strategy and brand protection efforts, Carrefour actively monitors domain name registrations that may infringe its intellectual property rights. In cases of clear cybersquatting or bad faith registration, Carrefour does not hesitate to engage in domain name dispute resolution procedures, including the Alternative Dispute Resolution (ADR) system available for .eu domain names.

Over the past 15 years, Carrefour has filed 12 .eu ADR complaints with either one of the two dispute resolution providers (the WIPO Arbitration and Mediation Center and the Czech Arbitration Court), which have led to the successful recovery of several .eu domain names. These cases typically involved domain names that incorporated Carrefour's distinctive mark in its entirety or with minor variations, with no legitimate rights or interests on the part of the registrant, and with evidence of bad faith.

As Carrefour's legal representatives, IP Twins have found the .eu ADR procedure to be a valuable tool for enforcing the company's rights within the European digital space. The procedure is efficient, transparent, and cost-effective, with decisions grounded in well-established legal principles. The availability of two trusted providers also gives rightsholders flexibility and confidence in the impartiality and professionalism of the process.

While ADR procedures are often reactive in nature, they form a crucial part of a broader online brand protection strategy. IP Twins' experience demonstrates that swift and decisive action against abusive domain registrations helps deter future infringements and reinforces the strength of the CARREFOUR brand across all digital platforms.

by Arthur Fouré
Deputy Director
IP Twins

Carrefour

.eu ADR in Numbers

Number of .eu ADR complaints filed

Number of .eu ADR complaints filed per year

via the WIPO Center		via the Czech Arbitration Court
	2006	151
	2007	172
	2008	97
	2009	53
	2010	58
	2011	48
	2012	52
	2013	52
	2014	67
	2015	60
	2016	80
13	2017	50
32	2018	39
21	2019	42
31	2020	59
43	2021	57
45	2022	50
48	2023	42
40	2024	36
39	2025	54

Total number of .eu ADR complaints filed (2006–2025)

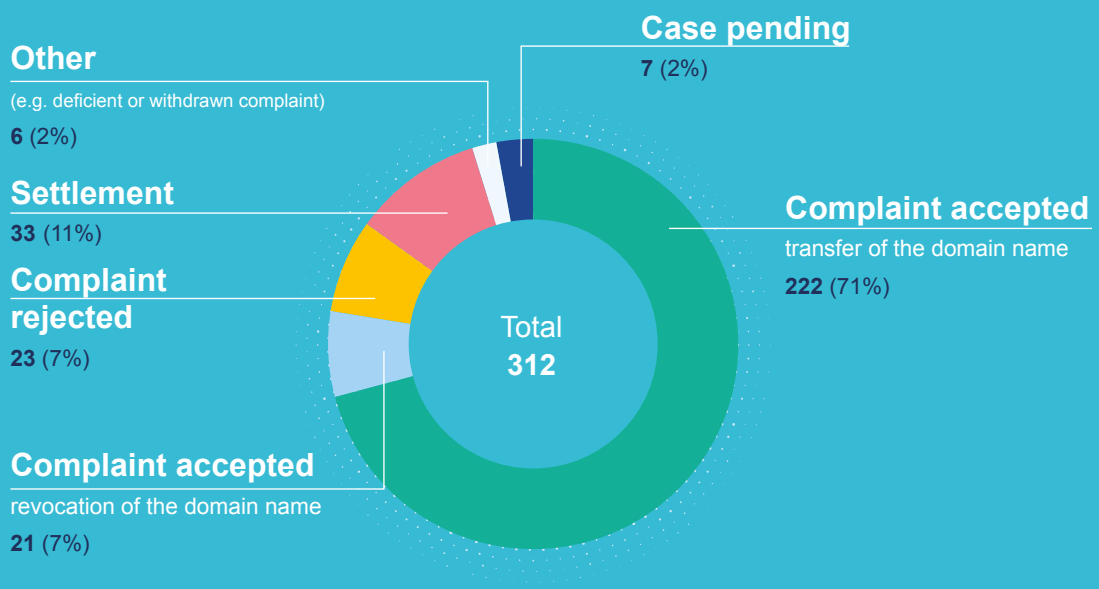
1,631	Total
312	WIPO
1,319	ADR.eu

Note: These figures do not include disputes related to the phased registration ('Sunrise').

Outcome of the .eu ADR proceedings

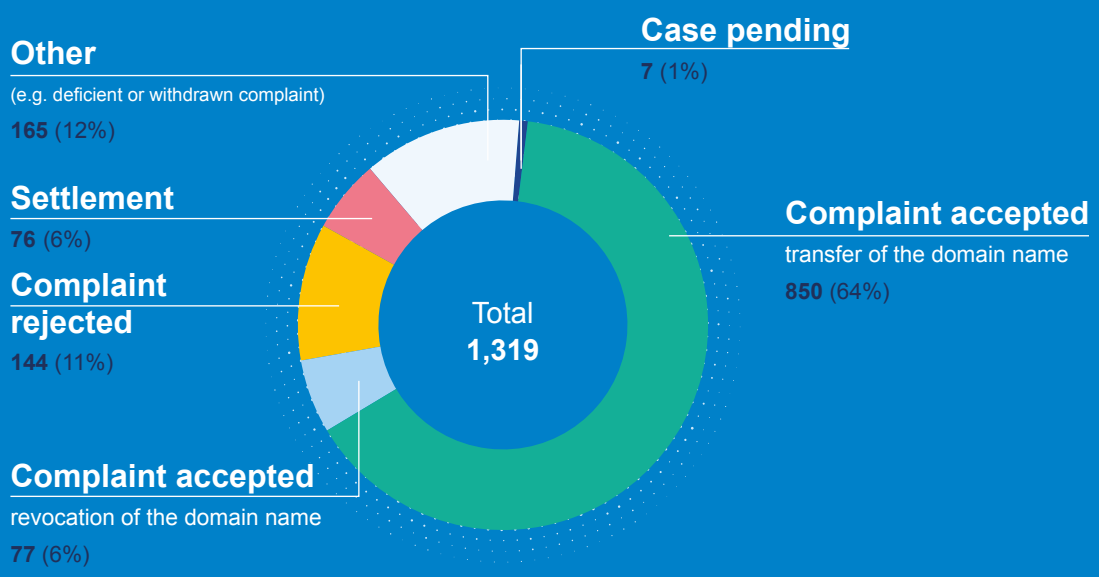
Outcome of .eu ADR cases administered by the WIPO Center (2017–2025)

WIPO

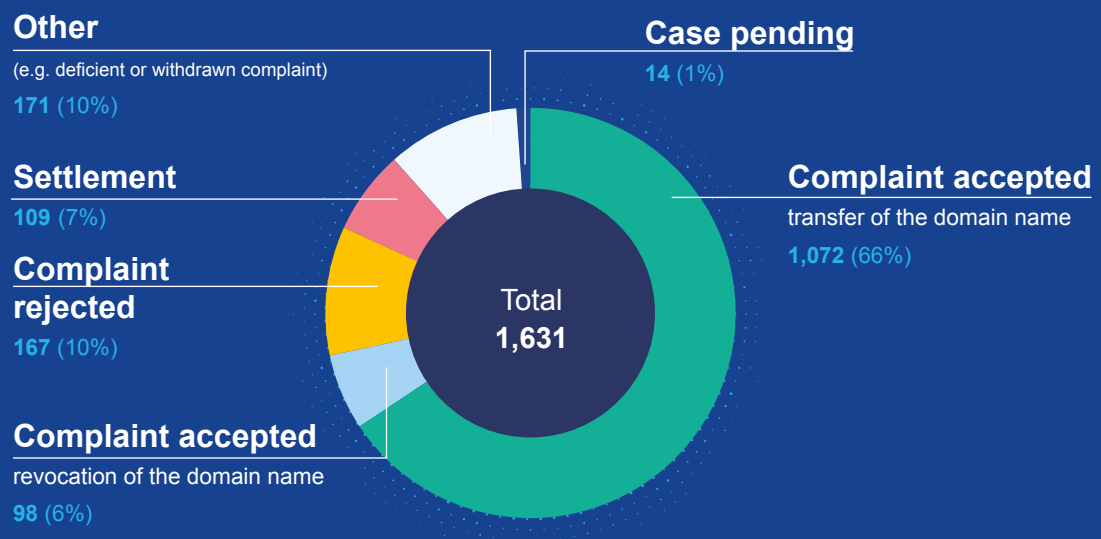


Outcome of .eu ADR cases administered by the Czech Arbitration Court (2006–2025)

ADR.eu



Outcome of all .eu ADR cases against domain name holders (2006–2025)



Total number of registered .eu, .ευ and .ею domain names (on 1 January 2026)

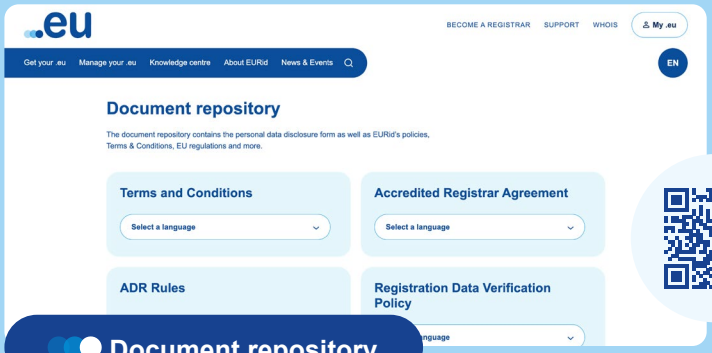
3,708,752
DOMAIN NAMES
IN LATIN
.eu

2,076
DOMAIN NAMES
IN GREEK
.ευ

1,224
DOMAIN NAMES
IN CYRILLIC
.ею

Legal Framework

The relevant EU regulations, the ADR Rules, the Terms and Conditions and EURid's policies can be found on EURid's website in all 24 official EU languages.



Document repository

- Regulation (EU) 2019/517 of the European Parliament and of the Council of 19 March 2019 (with EEA relevance)
- Commission Implementing Regulation (EU) 2020/857 of 17 June 2020 (with EEA relevance)
- Terms and Conditions for .eu, .ею and .ευ Domain Names
- Registration Data Disclosure Policy (and the related request form)
- WHOIS Policy
- **.eu Alternative Dispute Resolution Rules** (the ADR Rules)

Supplemental Rules for .eu Alternative Dispute Resolution Rules of the .eu ADR Providers:

CAC Supplemental Rules for .eu Alternative Dispute Resolution Rules

CAC Supplemental Rules

World Intellectual Property Organization Supplemental Rules for .eu Alternative Dispute Resolution Rules

WIPO Supplemental Rules

European Registry for Internet Domains vzw (EURid)

Telecomlaan 9/7
1831 Diegem, Belgium
RPR Brussel – VAT BE 0864.240.405
+32 2 401 27 50

General support
info@eurid.eu

ADR support
adr@eurid.eu

eurid.eu

©2026 EURid vzw

.eu

POWERED BY EURid

www.eurid.eu