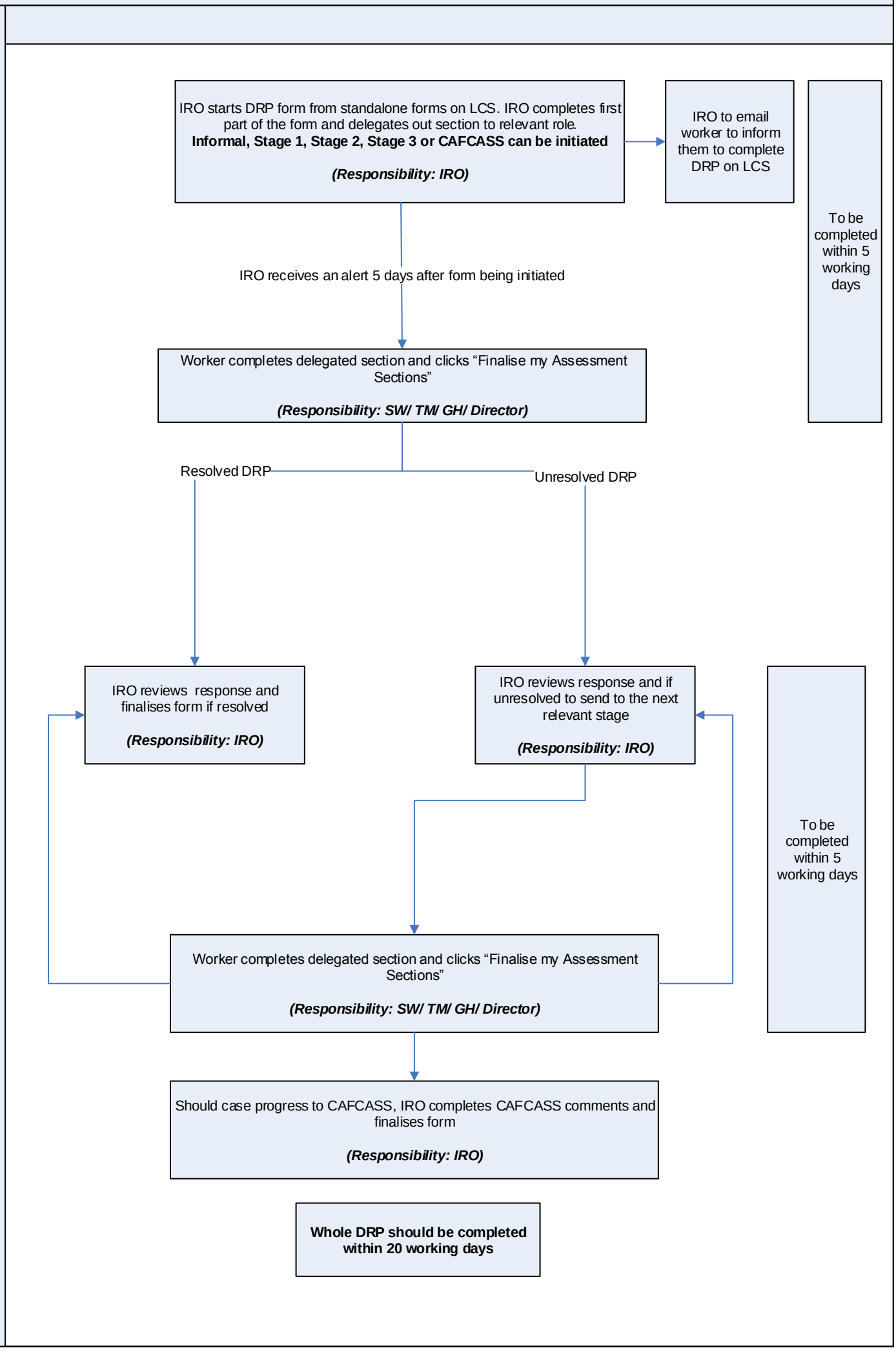Dispute Resolution Process v1.0 230418