



# JUST RESOLVE

CURE FOR THE COMMON LAWSUIT

## CASE STUDY

**Dispute Category:** Business to Business Contract Dispute  
**Industries Involved:** Pharmaceuticals Development and Testing  
(Provider and Customer)  
**Disputed Amount:** \$28,000

### KEY CHALLENGES



Limited Stakes Case



Potential Costs Eclipse Damages

### BENEFITS



\$25,000+ in Litigation Cost Savings for each side



Neutral Venue without legal proceedings



Resolved in 3 weeks

In litigation, an extended series of filings, responses, depositions, and hearings not only draws out the time to resolve a dispute, but rapidly increases the fees incurred for any potential damages suffered. While these factors bolster the case for Neutral-Driven Resolution (NDR), many attorneys and business executives still believe that the path of traditional litigation provides the best opportunity to “get the right answer.”

This case study demonstrates how NDR can provide a more efficient and cost-effective method of dispute resolution while reaching the same outcome as traditional litigation, and even solve certain challenges presented by legal rules.

### CASE BACKGROUND

- **Testing Laboratory vs Customer**  
Customer disputed the lab’s entitlement to contractual liquidated damages for time-sensitive costs that the lab had to incur again when the customer delayed the start of a study.
- **\$28,000 at stake**  
An important sum, but not large enough to justify the expense of a trial.

The parties’ contract was for approximately \$100,000 in testing services, so they included a clause to use NDR in the event of a dispute.

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