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16.1. The parties shall attempt to resolve any dispute, controversy, or claim arising under or relating to this EULA, including its interpretation, performance, or termination. If the parties are unable to resolve such dispute, either party may refer the dispute to arbitration. The arbitration shall be conducted in English and in accordance with the ADRIC Arbitration Rules of the ADR Institute of Canada, Inc., which shall administer the arbitration and act as appointing authority. The arbitration,

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