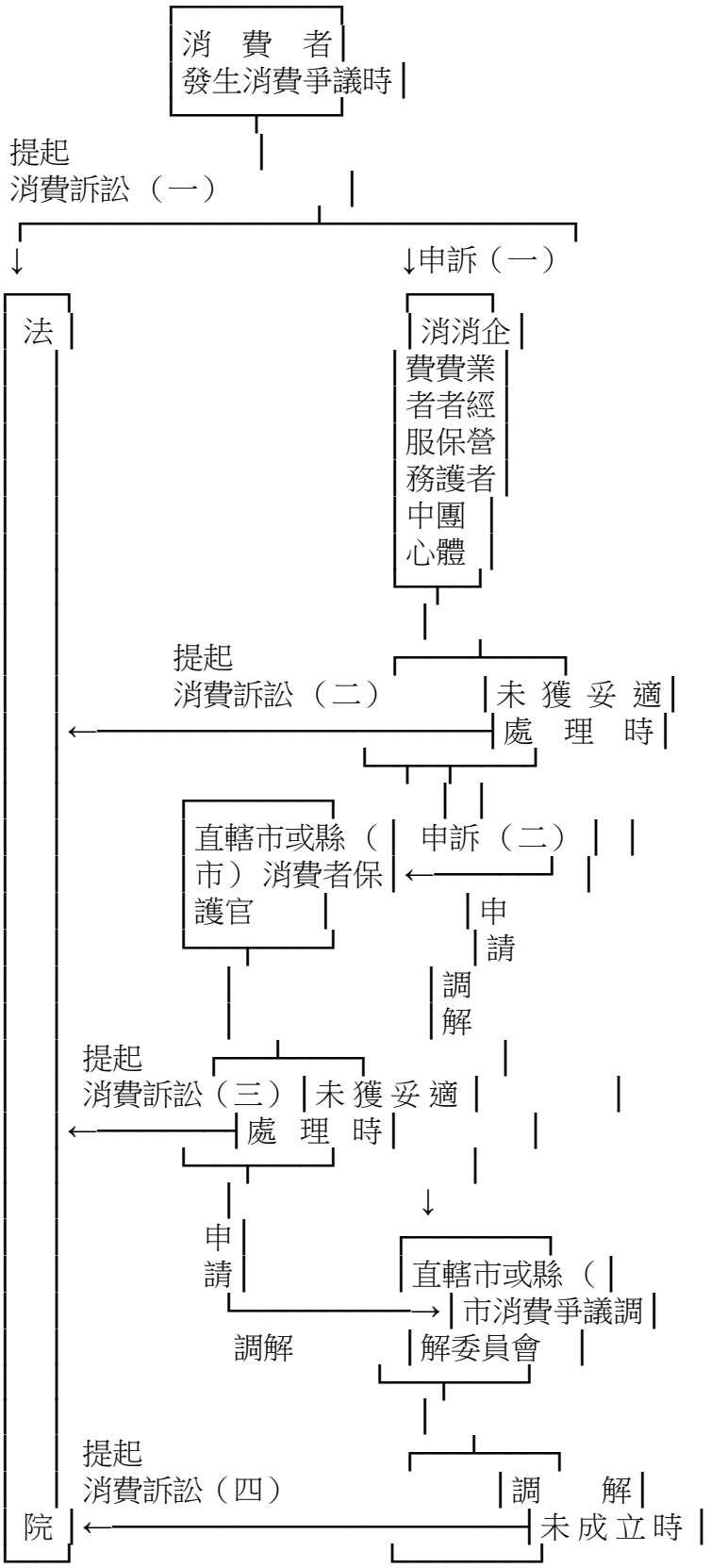《附錄二》 消費爭議處理程序表