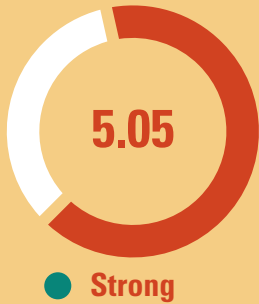
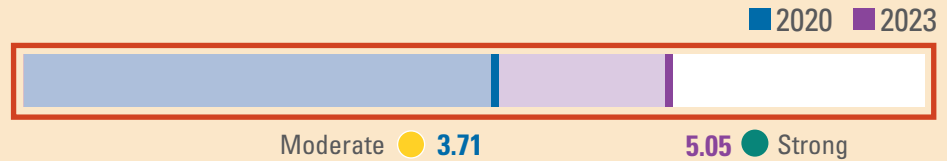




# ARAB BUSINESS LEGISLATIVE FRAMEWORKS



## CONSUMER PROTECTION

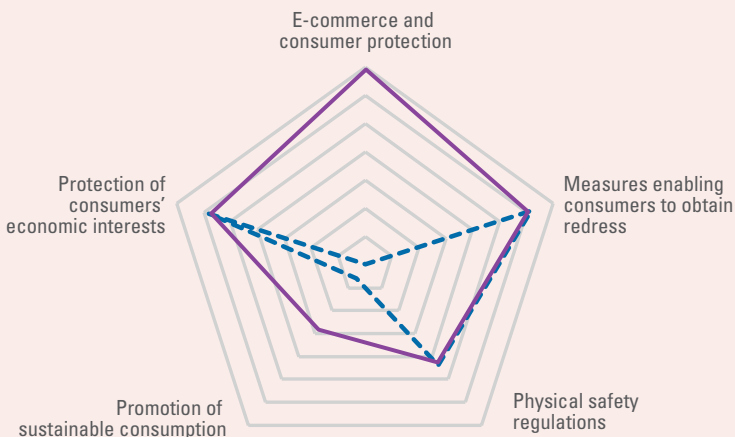


● Very weak   ● Weak   ● Basic   ● Moderate   ● Developed   ● Strong   ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 7.00
Measures enabling consumers to obtain redress	● 6.13	● 6.13 ▶
Physical safety regulations	● 4.38	● 4.38 ▶
Promotion of sustainable consumption	● 0.58	● 2.92 ▲
Protection of consumers' economic interests	● 5.83	● 5.83 ▶

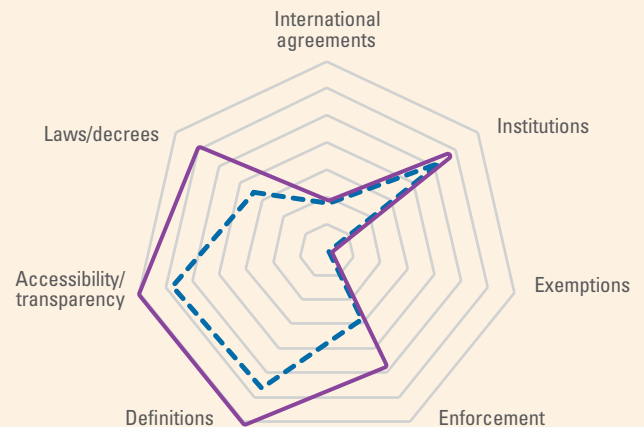
### COMPONENTS

■ 2020 ■ 2023



### ELEMENTS

■ 2020 ■ 2023



In 2018, Egypt adopted its new Consumer Protection Law No. [181/2018](#). The law emphasized the rights of consumers and the duties of suppliers/professionals/advertisers, enabled consumers to obtain redress, covered e-commerce issues, and established a sanction regime for deterrence.



## Physical safety regulations

According to article 2(1), the consumer protection law guarantees the freedom of performing economic activities and prohibits any practice and/or agreement that could harm consumer rights, including their right to safety while using products.

Title 3 of the law (articles 42 to 61) charge the consumer protection authority with enforcing the consumer protection law and specifies its objectives, mandates, and functions. For instance, the authority has the power to suggest strategies and public policies for consumer protection, and also to receive complaints/notifications

and investigate them, cooperate with other administrative bodies such as the competition authority to enforce the law and control the market, file civil complaints before the judicial courts to protect consumers, advise on draft laws targeting consumer protection, and make settlements based on specific conditions.

The law does not grant any exemptions. The only exception is stated in article 17, where consumers are not allowed to substitute goods/products if products were delivered based on criteria that consumers requested, or if the conditions of products have changed due to consumer behaviour.



## Protection of consumers' economic interests

Article 2 of the law guarantees consumer rights to freely choose quality products at a fair price, and to access accurate data and information on the purchased goods and services. It also guarantees the right to file complaints and receive fair compensation for any damage or harm incurred due to the purchase of bad products and services, etc.

Title 2 of the law (articles 3 to 29) lists supplier duties. Those include publishing accurate prices and product specifications, and respecting the set legal measurement specifications of products. The articles also prohibit concealing strategic products or adopting misleading behaviour. Also, pursuant to article 28, any contractual clause that tends to bypass supplier commitments/duties is considered null and void.

According to article 56, the consumer protection authority is empowered to force those in breach of the law to settle their infringements, and if consumer interests are affected, the authority is allowed to take precautionary measures such as suspending the sale of the product or service until a judicial decision is issued. Also, according to article 51, authority officers are qualified as judiciary police and have the right to enter businesses and request specific information for the purpose of investigations. Finally, to guarantee fairness, decisions taken by the authority can be appealed before the administrative court.



## Measures enabling consumers to obtain redress

Article 17 guarantees the right of consumers to return or substitute a product within 14 days, and obtain a refund. Also, suppliers must inform the authority about a product defect that can potentially harm consumers within 7 days of finding out about the defect, etc.

Consumers may present complaints to the authority regarding infringements, and the authority has the power to settle disputes between consumers and suppliers (article 52).

Finally, in order to guarantee strong deterrence effects, title 5 of the law lists a categorized sanction regime for infringements.

Article 62 allows the consumer protection associations to file complaints to the competent courts on behalf of consumers, monitor the market and make studies regarding the prices of products, communicate information to administrative bodies regarding infringements, etc.



## Promotion of sustainable consumption

The consumer protection law in Egypt does not cover the promotion of sustainable consumption. Rather, a Sustainable Consumption and Production National Action

Plan was developed by the Ministry of Environment, in coordination with other stakeholders.<sup>1</sup>



## E-commerce and consumer protection

Article 37 of the consumer protection law states that the supplier has a duty to provide consumers in a clear and explicit way, before concluding a contract remotely, with information and data that will enable them to make decisions related to the contract, among

others: information on the product, including its source, its essential specification, mode of operation, and the potential risks that may occur from the use, the full price (including taxes), the warranties provided and post-sale services, if any.

## RECOMMENDATIONS

- To develop more policies and legal provisions that tackle sustainable consumption, including consumer activities, duties on manufacturers, and a specific sanction regime.
- To emphasize data privacy in e-commerce transactions.
- To develop more provisions related to consumers' physical safety.
- To strengthen coordination and the establishment of agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.

<sup>1</sup> Sustainable Consumption and Production National Action Plan in Egypt.

