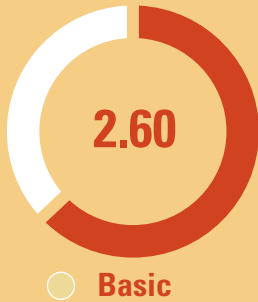
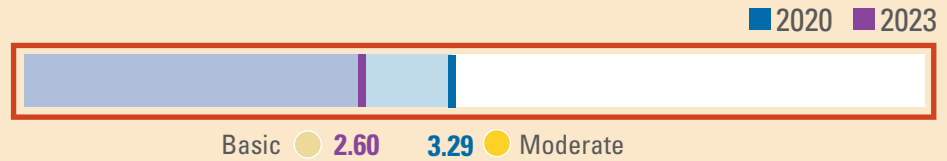




ARAB BUSINESS LEGISLATIVE FRAMEWORKS



CONSUMER PROTECTION

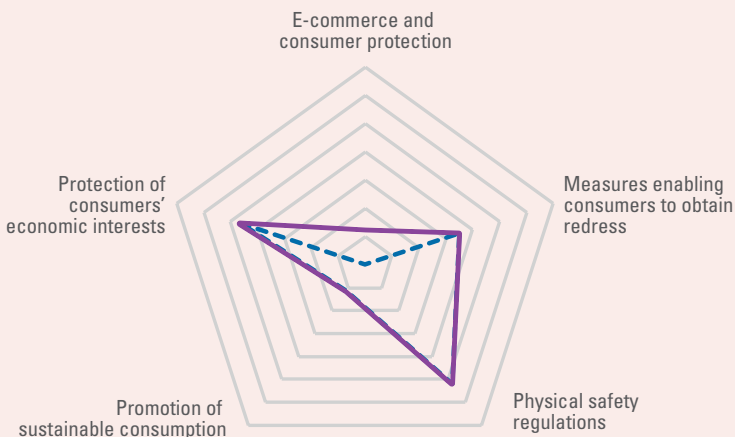


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 1.17
Measures enabling consumers to obtain redress	● 3.50	● 3.50 ▶
Physical safety regulations	● 5.25	● 5.25 ▶
Promotion of sustainable consumption	● 1.17	● 1.17 ▼
Protection of consumers' economic interests	● 4.67	● 4.67 ▶

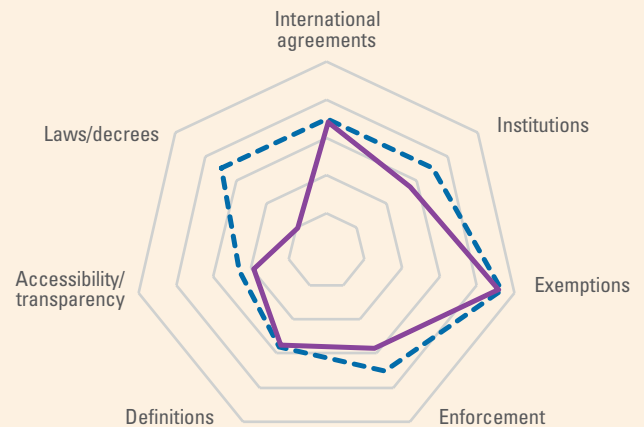
COMPONENTS

■ 2020 ■ 2023



ELEMENTS

■ 2020 ■ 2023



Iraq has adopted, in 2010, its Consumer Protection Law No. 1/2010. The law emphasized the rights and duties of both consumers and suppliers, enabled consumers to obtain redress, and established a sanction regime to deter infringements.



Physical safety regulations

Pursuant to article 1, the law defines consumer protection as preserving the rights of consumers and preventing any harm (including physical harm). Also, according to article 2(1), the law aims to protect and guarantee consumer fundamental rights against practices that can lead to harm. It is worth noting that specific physical safety measures are not mentioned in the Law.

Under articles 4 and 5, a consumer protection authority is established and given specific prerogatives. For instance,

the authority has the power to suggest public policies and plans for consumer protection, receive and investigate consumer complaints, issue decisions, file cases before the court, and establish inspection committees, etc.

Finally, it is worth noting that the protection regime in the law does not include any exemption.



Protection of consumers' economic interests

According to article 6 of the consumer protection law, the following rights to consumers are guaranteed, among others: receiving clear information and instructions on how to use products, receiving receipts when purchasing, and requesting compensation for damages before courts, etc.

Article 7 and 8 state duties of the suppliers, such as ensuring the availability of all the required information and instructions, respecting the legal metrology system, not

hiding or changing the expiry date, and cooperating with investigative bodies.

As for enforcement mechanisms, according to article 5, the consumer protection authority can notify the party to settle the breach within seven days or, if the infringement is not settled, file a case before the court. Also, inspection committees in different regions have the power to investigate infringements and refer reports to the competent authorities.



Measures enabling consumers to obtain redress

Article 6 guarantees the right of consumers to receive warranties from suppliers when purchasing products and to receive post-sale services. It is worth noting that the right of substitution and refund are not covered by the law.

Article 10 presents a sanction regime (fines or imprisonment) in cases of infringement. It is worth noting that article 10

gives incentives to whistleblowers who present information regarding infringements in the market.

Pursuant to article 5(6), consumer protection associations have several roles, which include: defending and protecting consumers, as well as raising consumer awareness regarding their rights, etc.



Promotion of sustainable consumption

There are no provisions in the consumer protection law that tackle sustainable consumption. Also, no strategies and/or plans were adopted for that purpose. Only, the Iraqi law for

the protection and improvement of the environment covers some aspects of the sustainable consumption.



E-commerce and consumer protection

None of the provisions in the consumer protection law tackle the e-commerce in the context of consumers'

transactions through a digital platform.

RECOMMENDATIONS

- To develop more provisions related to consumers' physical safety.
- To develop provisions that guarantee the right of consumers for substitution and refund.
- To strengthen coordination mechanisms between the national consumer protection authority and other administrative authorities such as the competition, public health, customs, trade, and environmental authorities.
- To develop more policies and legal provisions that tackle sustainable consumption, including consumer activities, duties on manufacturers, and a specific sanction regime.
- To further develop e-commerce practices and the protection of consumers in the digital market through a separate chapter in the law.
- 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.

