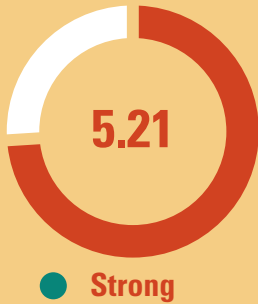




ARAB BUSINESS LEGISLATIVE FRAMEWORKS

CONSUMER PROTECTION

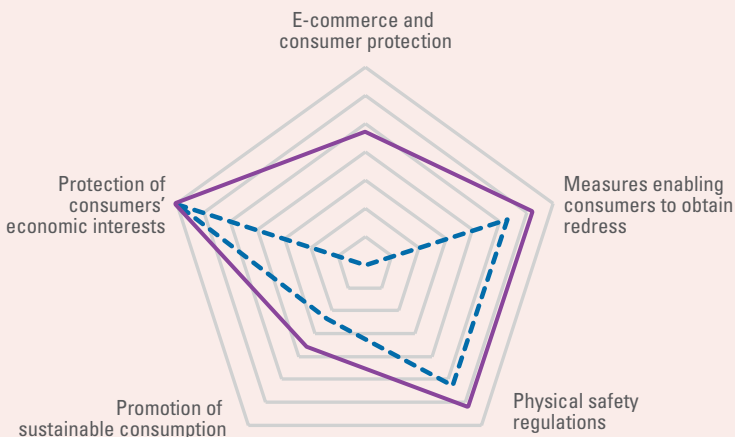


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 4.67
Measures enabling consumers to obtain redress	● 5.25	● 6.13 ▲
Physical safety regulations	● 5.25	● 6.13 ▲
Promotion of sustainable consumption	● 2.33	● 3.50 ▲
Protection of consumers' economic interests	● 7.00	● 7.00 ▶

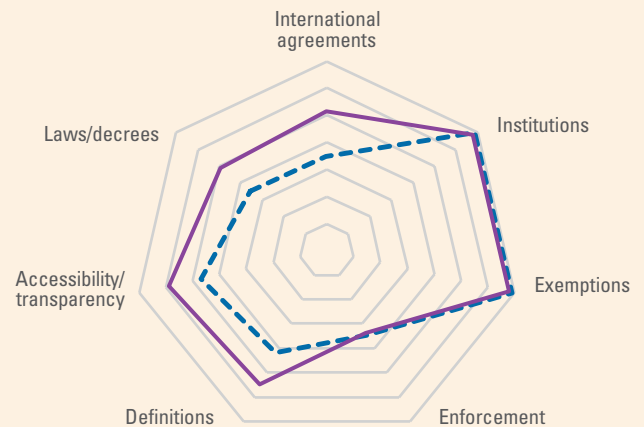
COMPONENTS

■ 2020 ■ 2023



ELEMENTS

■ 2020 ■ 2023



In 2005, Lebanon adopted its Consumer Protection Law No. [659/2005](#) before making some amendments to it in 2014. Also, Lebanon has signed several memoranda of understanding with Arab and foreign countries to strengthen cooperation in consumer protection. A draft law is currently being developed in the parliament to enhance the sanction regime.



Physical safety regulations

First, articles 35 to 47 of the consumer protection law target the physical safety of consumers. According to article 36, suppliers have to provide consumers with all the information regarding any risk of threat from using a product. Also, article 37 imposes on suppliers the duty to provide consumers with instructions regarding the mode of operation of products and the possible damage in case of non-compliance with the instructions. The Lebanese standards institution (Libnor) determines specifications/standards for commodities that have to be taken into consideration by professionals.

Pursuant to chapter 11 of the law, a national committee is to be established with specific prerogatives, such as ensuring the quality of goods and services, monitoring prices and preparing documents to raise consumer awareness in the national economy, taking samples to laboratories to check their safety, etc. Also, based on the amendments that were

adopted in 2014, a consumer protection committee was established to receive disputes and infringements.

As for chapter 13 of the Law, it clarifies the investigative role of the consumer protection directorate officers. Furthermore, according to article 71, employees at the Ministries of Agriculture, Public Health, Interior, and the Customs Administration (within their competencies), can enforce the provisions of the consumer protection law by controlling all goods in the markets, starting from the import of these goods or the production operations, until selling them to consumers.

Finally, the law allows for no exemptions. The only exception is in article 27 where it is mentioned suppliers no longer bear responsibility (especially for providing equipment) if consumers expressly declare their non-abidance to the already determined instructions.



Protection of consumers' economic interests

Article 3 guarantees consumer rights, which include safety and health while using a product or a service, fair treatment, and receiving clear, concise and accurate information on the product and service, etc.

Also, articles 5 to 10 and articles 28 and 29 clarify the duties of suppliers, such as ensuring the provision of post-sale services, in addition to indicating prices in local currency, expiry date of foods/products, and possible risks and threats from using products, etc. Moreover, in reference to article 18, contracts between consumers and suppliers should be interpreted in the interest of consumers. According to

article 45, the Ministry of Economy and Trade can prohibit the import/export of a product if evidence shows that it constitutes a health hazard.

Finally, pursuant to article 82, disputes over values that do not exceed 3 million Lebanese Pounds are to be referred to mediation between parties. Meanwhile, the Dispute Resolution Committee considers disputes when they are worth more than 3 million Lebanese pounds, or when mediation fails, regardless of the value of the dispute. In case of infringements, articles 105 to 120 state the sanctions (financial fines and imprisonment).



Measures enabling consumers to obtain redress

Pursuant to article 32 of the law, the right of consumers to obtain redress is guaranteed. It permits the consumer to request to repeal the contract and get a refund if the good or service has defects and has not been replaced. Consumer

complaints can be presented to the directorate and are referred either for investigation, or mediation, or to the Dispute Resolution Committee. Also, according to article 102, only the Civil Appeal Court can overturn the decision of the Committee.

Article 55 guarantees the right of consumers to reverse their decision to purchase within 10 days except for some cases such as if consumers benefited from the service or used the commodity before the expiry of the 10 days.

Articles 67 and 70 clarify the roles and functions of consumer protection associations, which include defending and protecting consumer rights, as well as making studies regarding prices of products in the market, and representing consumer interests before courts.



Promotion of sustainable consumption

Only article 61 of the consumer protection Law tackles sustainable consumption, stating that the roles of the National Council for Consumer Protection include raising

awareness about sustainable consumption patterns and the use of environmentally friendly goods and services.



E-commerce and consumer protection

Chapter 10 (articles 51 to 59) guarantees protection for consumers purchasing online. Articles 52 to 58 make it incumbent on professionals to provide written documents with all the required information on the offered commodity or service, how to use it, and the risks that can result from such use, the price of the commodity or service, the approved currency, and all amounts that can be added to the price (such as fees), and the guarantees provided by the professionals.

It is worth noting that several provisions in Law No. [81/2018](#) on electronic transactions and personal data ensure the protection of consumer privacy and cover misinformation. Finally, Decree No. [3380 of 5/5/2016](#) determines the general principles governing advertisements of goods and services.

RECOMMENDATIONS

- 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 reactivate the Dispute Resolution Committee to exercise its powers and prerogatives.
- To develop more policies and legal provisions that tackle sustainable consumption, including consumer activities, duties on manufacturers, and a specific sanction regime.
- To establish a special appeal court for consumer protection disputes.
- To strengthen the enforcement of the sanctions regime to guarantee deterrence.
- 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.

