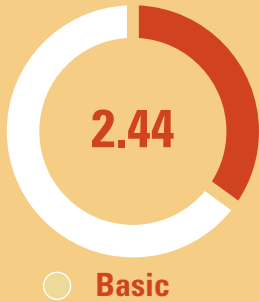
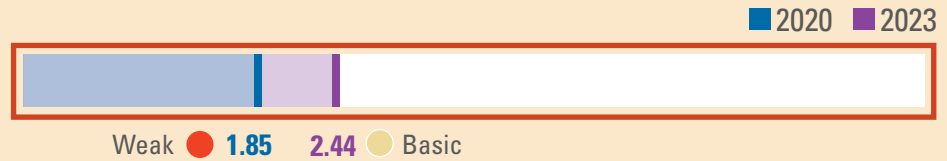




ARAB BUSINESS LEGISLATIVE FRAMEWORKS



CONSUMER PROTECTION

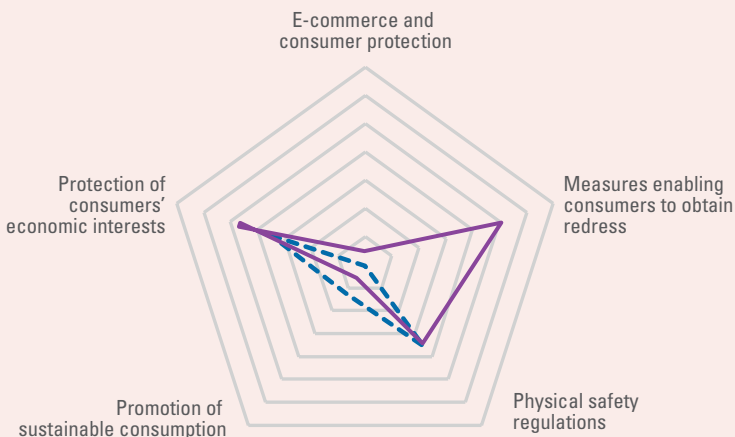


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 0.58
Measures enabling consumers to obtain redress	● 0.00	● 5.25 ▲
Physical safety regulations	● 3.50	● 3.50 ▶
Promotion of sustainable consumption	● 1.17	● 0.58 ▼
Protection of consumers' economic interests	● 3.50	● 4.67 ▲

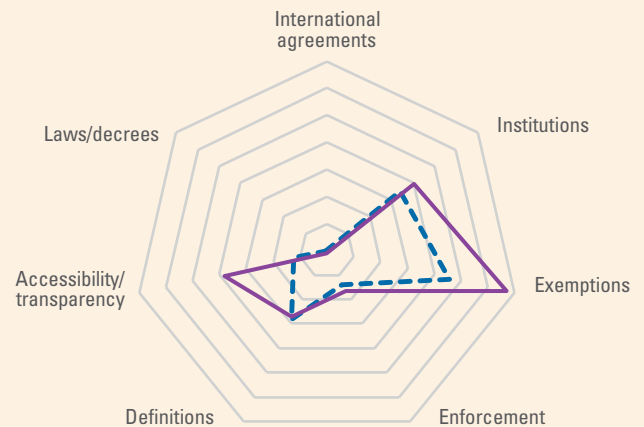
COMPONENTS

■ 2020 ■ 2023



ELEMENTS

■ 2020 ■ 2023



Libya doesn't have a law dedicated to consumer protection, but provisions covering that field are under section 2 of the Commercial Code No. [23/2010](#) (articles 1308 to 1327).



Physical safety regulations

Article 1308 of section 2 aims to guarantee product safety and conformity with the approved standards and specifications. Also, articles 1310 to 1315 are dedicated to the safety of products, and include provisions on abidance by specifications, prohibitions of products that endanger health or safety, and the procedure to follow once a product is found out to be defective.

The articles do not grant exemptions, and article 1315 states that suppliers are responsible for any damage that consumers experience due to the use of the products. Also, article 1324 prohibits any clause in contracts that exempts or mitigates the civil responsibility of suppliers towards consumers.



Protection of consumers' economic interests

Article 1309 lists consumer rights, which include, among other things: health and safety during the usual use of products, receiving correct and accurate information about the product, getting a receipt that confirms the purchase and the price paid, and the ability to return goods within 10 days with a refund, and forming or joining consumer protection associations.

As for the enforcement, according to article 1327, the judiciary police are empowered to access shops, factories, workshops and warehouses and can take precautionary measures to protect consumers. Also, article 1326 states the sanctions (by competent courts) in case of infringements (fines and/or imprisonment).



Measures enabling consumers to obtain redress

Pursuant to article 1319, suppliers must inform consumers about their rights to reverse their decisions within 10 days of concluding the purchase contract even if the purchase was done electronically. Also, suppliers must provide

consumers with the product source and information on the product itself. According to article 1322, in case the product is defective, suppliers must guarantee the reparation or substitution or refund.



Promotion of sustainable consumption

There are no provisions in the Commercial Code that target sustainable consumption.



E-commerce and consumer protection

None of the provisions in the Commercial Code treat e-commerce in the context of consumer transactions.

Only article 1319 ensures protection for consumers concluding purchase contracts electronically.

RECOMMENDATIONS

- To adopt a separate law for consumer protection that covers the different aspects of this field.
- To establish an independent consumer protection authority and empower it to investigate, conduct market studies and impose sanctions.
- 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 establish coordination mechanisms between the national consumer protection authority and other administrative authorities such as the competition, public health, customs, trade, and environmental authorities.
- To establish coordination and conclude agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.

