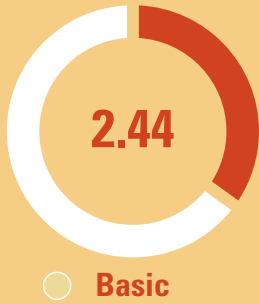
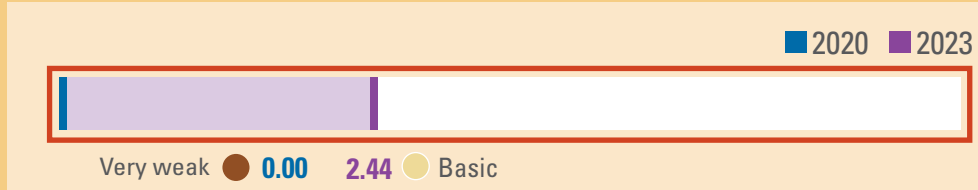




ARAB BUSINESS LEGISLATIVE FRAMEWORKS



CONSUMER PROTECTION

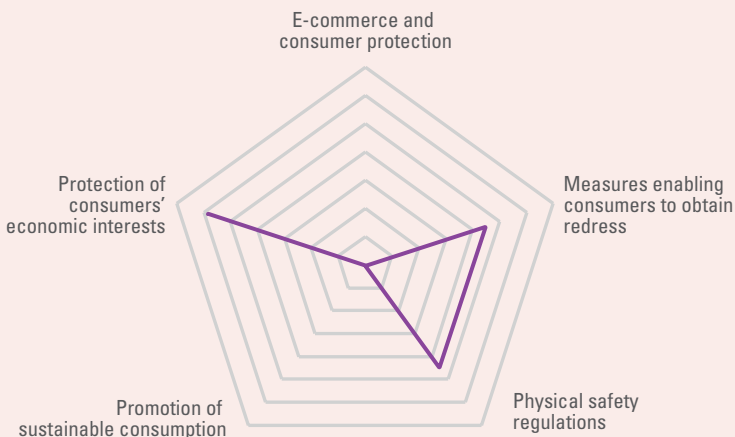


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 0.00
Measures enabling consumers to obtain redress	● 0.00	● 4.38 ▲
Physical safety regulations	● 0.00	● 4.38 ▲
Promotion of sustainable consumption	● 0.00	● 0.00 ►
Protection of consumers' economic interests	● 0.00	● 5.83 ▲

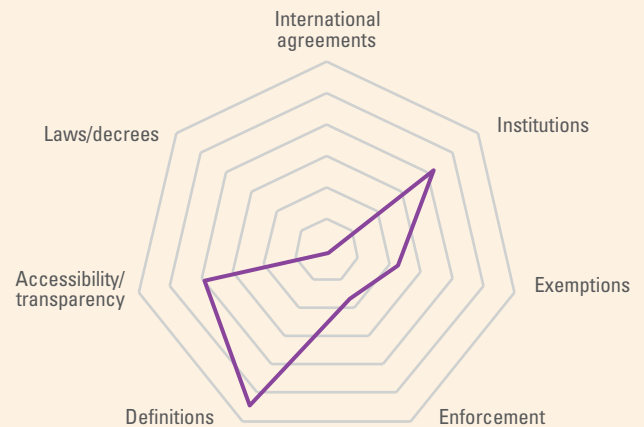
COMPONENTS

■ 2020 ■ 2023



ELEMENTS

■ 2020 ■ 2023



In 2020, Mauritania has adopted, for the first time, Consumer Protection Law No. 007/2020. The new law emphasized product conditions, enabled consumers to obtain redress, and established a strong sanction regime for deterrence.



Physical safety regulations

According to article 1, one of the objectives of the law is the protection of consumers' health. Also, pursuant to chapter 3, relevant ministries must follow international standards for hygiene and storing conditions.

Article 44 stipulates the formation of a body within the Ministry of Trade (under the Minister's supervision) to monitor fraud and crime activities stated in the law. Also, according to article 18, several ministries must coordinate

and take necessary measures to protect consumers against foods or products that constitute a threat to health and safety.

As for articles 39 and 40, they require an examination strategy to be developed for food safety and for the Ministry of Trade to coordinate the monitoring of markets. Chapter 10 (articles 75 to 88) imposes heavy penalties based on the infringements.



Protection of consumers' economic interests

Article 2 gave a definition of consumers, and title 2 elaborated a clear process for providing information for consumers. The law mentions the duty of providers/suppliers regarding labelling conditions, fixing prices clearly, the safety of food products, security of industrial products and services, monitoring process, organizing the market, etc. Also, in order to further the protection of consumers, articles

70 and 72 allow consumer protection associations to have a role in assisting consumers to understand their stated rights in the law, as well as initiating public rights suits.

Finally, while according to article 66 an economic control authority must be established, the law didn't specify its specific role.



Measures enabling consumers to obtain redress

According to articles 75 to 88, punitive sanctions are adopted to deter infringements of consumer rights. Also, in reference to the provisions of chapter 9, consumer

protection organizations are allowed to operate and give advocacy for consumers and assist them to obtain redress.



Promotion of sustainable consumption

There are no provisions in the new consumer protection law regarding the promotion of sustainable consumption.

Also, there are no Government policies to cover this subject.



E-commerce and consumer protection

No provisions were adopted in the new law or other laws regarding e-commerce. Only Article 1319 of the Commercial

Code guarantees protection for consumers who conclude contracts through electronic means.

RECOMMENDATIONS

- 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 mechanisms between the national consumer protection authority and other administrative authorities such as the competition, public health, customs, trade, and environmental authorities.
- To develop provisions that guarantee the right of consumers for substitution and refund.
- 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.

