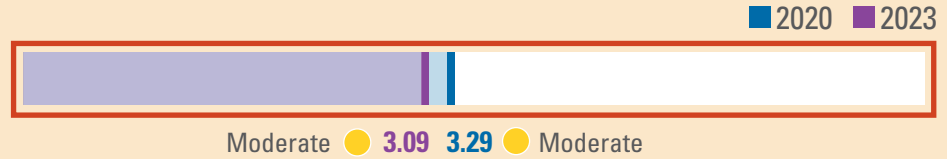




ARAB BUSINESS LEGISLATIVE FRAMEWORKS



CONSUMER PROTECTION

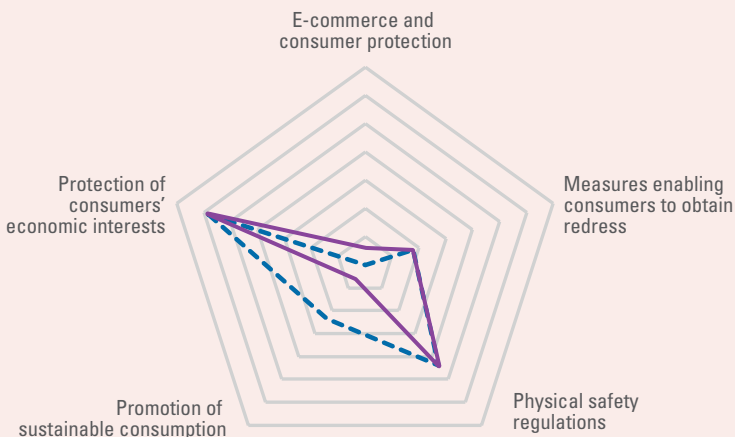


● Very weak ● Weak ● Basic ● Moderate ● Developed ● Strong ● Very strong

COMPONENTS	2020	2023
E-commerce and consumer protection	—	0.58
Measures enabling consumers to obtain redress	1.75	1.75 ▶
Physical safety regulations	4.38	4.38 ▶
Promotion of sustainable consumption	2.33	0.58 ▼
Protection of consumers' economic interests	5.83	5.83 ▶

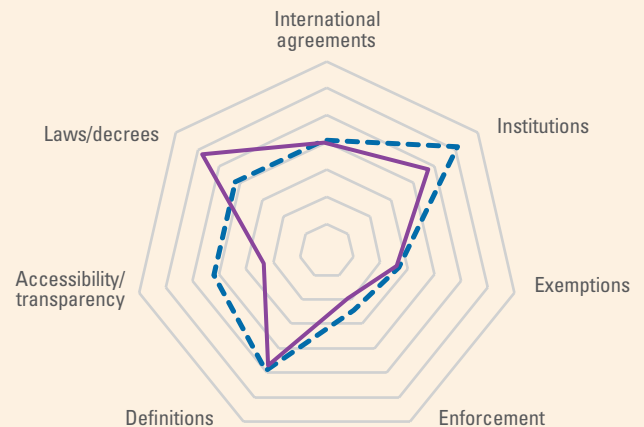
COMPONENTS

2020 2023



ELEMENTS

2020 2023



In 2008, Yemen adopted its consumer protection Law No. 46/2008. The law clarified consumer rights, supplier duties and enabled consumers to obtain redress, and established a sanction regime for deterrence.



Physical safety regulations

According to article 3(2) of the consumer protection law, one objective of the law is to guarantee the health of consumers and safety/quality of goods and services.

Chapter 6 of the consumer protection law establishes a higher committee for consumer protection. Article 30 of the law indicates the functions of the Competent Department, which include monitoring the implementation

of consumer protection policies, implementing strategies and programmes for consumer protection, coordinating with other administrative bodies and organizations, and receiving complaints from consumers, etc.

Finally, it is worth noting that the protection regime in Yemen does not include any exemption from the provisions of the consumer protection law.



Protection of consumers' economic interests

Article 5 guarantees the following rights for consumers, among others: preserving their health and safety, receiving correct and accurate information/data, getting fair and equal treatment from suppliers, and obtaining full compensation for damages due to the use of products, etc.

Articles 6 to 21 list the duties of suppliers, such as informing consumers about the accurate prices, issuing bills for the purchase transaction, and giving consumers all required information and instructions regarding the product, etc.

Article 30(5) empowers the committee to receive complaints about infringements in order to settle them or refer them to competent bodies. Also, in order to guarantee further and more efficient protection, article 32 of the law states that officers in the consumer protection committee are qualified as judiciary police and are allowed to investigate, take samples and refer reports about infringements to the Public Prosecutor. Finally, according to articles 34 to 36, sanctions and fines are imposed for infringements.



Measures enabling consumers to obtain redress

Article 14 stipulates that suppliers should guarantee the quality of the product/service as well as the hidden defects, guarantee the after-sale services (maintenance, spare parts, etc.), and provide customers with a refund or substitution if the product does not function well.

Next, according to article 30(5), consumers can present complaints to the Competent Department regarding infringements.

Articles 22 allows the establishment of organizations that have a role, among others, to defend and protect consumers, receive complaints from consumers and follow up on them, as well as make studies regarding prices of products in the market, etc.



Promotion of sustainable consumption

None of the articles in the consumer protection law tackle sustainable consumption. Also, there are no plans and/or

strategies for consumer protection.



E-commerce and consumer protection

Article 4(a) is applicable to transactions made on digital platforms. Suppliers have the same duties when selling

products online and the same sanction regime is enforced in case of breaches and violations.

RECOMMENDATIONS

- To further develop and clarify the role of the judicial court in investigating and issuing decisions.
- 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 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 and conclude agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.

