



Amendments to the Law “On Protection of Consumer Rights”

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In brief

The Law “On Protection of Consumer Rights” has been amended. A three-level system of protection is introduced. A unified information system will automate the process of receiving and considering customer complaints on a “one-stop shop” basis.

In detail

Amendments include:

- The following Institutes for pre-court consumer dispute settlement were introduced:
 - mediation;
 - arbitration: arbitration tribunals formed to consider a specific dispute and permanent arbitration tribunals;
 - public associations of consumers: voluntary association of consumers to protect their rights and interests;
 - self-regulatory organizations: non-profit organizations in the form of an association (union), public association or other form based on voluntary or mandatory membership of private businesses.
- Vendors must provide contact details of the regulator and the institutes for pre-court consumer dispute settlement, where goods are sold.

A three-level system for considering consumer disputes includes:

1. at the vendor level: consumer can make a claim to the vendor for the elimination of violations of rights and compensation for losses;
2. at the regulator level or via an institute for pre-court consumer dispute settlement;
3. in court.

If you are interested in additional information, please contact us.



- The three-level system does not oblige a consumer to follow any procedural sequence. A consumer may submit a claim directly to court without submitting a claim to a vendor.
- The concept of a “Unified Information System”, to automate the process of receiving and considering customer complaints on a “one-stop shop” basis, is introduced.
- The unified information system will start operating on 1 January 2021 and will track consumer complaints throughout the dispute except for the courts.
- State control (inspection / audit) takes place in the form of:
 - an unscheduled inspection in accordance with the Entrepreneurial Code;
 - preventive control without visiting premises of sellers, manufacturers, contractors, etc.