**SOME NOTES ON CONSUMERS’ RIGHTS PROTECTION**

1. **What acts are prohibited by organizations or individuals trading in goods and services?**

In order to ensure the consumers’ rights - the disadvantaged party in the goods and service purchase and sale relationship, organizations or individuals trading in goods and services are prohibited from performing the following acts under Article 10 of Law on Protection of Consumers’ Rights 2010:

1. Organizations or individuals trading in goods and services that deceive or confuse consumers via advertising or concealing or providing incomplete, misleading or inaccurate information about: *1) Goods and services provided by organizations or individuals trading in goods and services; 2) Reputation, business ability, ability to provide goods and services of organizations or individuals trading in goods and services; 3) Contents and characteristics of transactions between consumers and organizations or individuals trading in goods and services*;
2. Organizations or individuals trading in goods and services harass consumers through marketing goods and services against the will of consumers 02 or more times or commit other acts to obstruct, affect normal work and activities of consumers;
3. Organizations or individuals trading in goods and services force consumers through the conduct of 1) Using force, threatening to use force or other measures causing damage of life, health, honor, prestige, dignity, and property of consumers; or 2) Taking advantage of consumers' difficult circumstances or taking advantage of natural disasters or epidemics to force transactions;
4. Organizations or individuals trading in goods and services, conducting trade promotion activities, requesting direct transactions with subjects who have no civil act capacity or have lost their civil act capacity;
5. Organizations or individuals trading in goods and services require consumers to pay for the goods and services provided without prior agreement with consumers;
6. Consumers, social organizations participating in the protection of consumers' rights, organizations or individuals trading in goods and services take advantage of the protection of consumers' rights to infringe upon the interests of the State, legitimate rights, and interests of other organizations or individuals;
7. Organizations or individuals trading in goods and services take advantage of the difficult circumstances of consumers or take advantage of natural disasters or epidemics to provide goods and services that do not adapt to quality standards;
8. Organizations or individuals trading in goods and services of poor quality, causing damage to the lives, health, and properties of consumers.
9. **Responsibilities of organizations or individuals trading in goods and services**

Some responsibilities under the Law on Protection of Consumers’ Rights 2010 that organizations and individuals trading goods and services must perform for consumers include:

1. Providing information about goods and services;
2. Providing evidence of the transaction;
3. Warranty of goods, components, and accessories includes but is not limited to warranty, repair, replacement, exchange new similar goods or recovery of goods and return of money to consumers, etc.;
4. Recalling of defective goods;
5. Compensation for damage caused by defective goods.

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