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# Business Law

Consumer law

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# Consumer Law

## 1. Introduction

Consumer Law is a branch of law that protects the rights of individuals who purchase goods and services. It ensures fair trade, accurate information, and safety for consumers. This law regulates the relationship between consumers and businesses to prevent exploitation, fraud, or unfair practices.

## 2. Definition:

Consumer Law can be defined as the set of legal rules that safeguard consumers from unfair, deceptive, or dangerous business practices. It gives consumers the right to receive products of good quality and accurate information before buying.

## 3. Objectives of Consumer Law:

- Protect consumers' health and safety.
- Ensure fair competition among producers and sellers.
- Prevent fraud, deception, and false advertising.
- Guarantee the right to information and to choose freely.
- Provide mechanisms for complaint and compensation.

## 4. Consumer Rights:

According to international principles (such as those of the United Nations), consumers have several fundamental rights:

- The right to safety – protection from dangerous goods.
- The right to information – clear and truthful product details.
- The right to choose – access to a variety of goods at fair prices.
- The right to be heard – the ability to complain and receive justice.
- The right to redress – compensation for harm or poor-quality products.

## 5. Duties of Consumers:

While consumers have rights, they also have responsibilities, such as:

- Reading instructions and product labels carefully.
- Using products properly and safely.

-Reporting defective or dangerous goods to authorities.

-Acting honestly and not abusing their rights.

## 6. Enforcement:

Consumer protection laws are usually enforced by government agencies such as consumer protection offices or trade ministries. They can impose fines, withdraw dangerous products, or close non-compliant businesses.

## 7. Conclusion

Consumer Law plays a vital role in creating a balanced relationship between consumers and producers. It builds trust in the market, supports fair competition, and contributes to economic stability. In today's globalized world, strong consumer protection is essential for sustainable development.

### Key Terms Glossary – Consumer Law المصطلحات الأساسية – قانون المستهلك :

#### Consumer المستهلك:

A person who buys goods or services for personal use.

شخص يشتري السلع أو الخدمات للاستعمال الشخصي.

#### Producer / Supplier المورد / المنتج:

A person or company that makes or provides goods and services.

شخص أو شركة تنتج أو تقدم السلع والخدمات.

#### Consumer Protection حماية المستهلك:

Legal measures to defend consumers against unfair practices.

تدابير قانونية لحماية المستهلكين من الممارسات غير العادلة.

#### Consumer Rights حقوق المستهلك:

Basic rights ensuring safety, choice, and fair treatment.

حقوق أساسية تضمن الأمان، والاختيار، والمعاملة العادلة.

#### Fair Trade التجارة العادلة:

Trade based on honesty, equality, and respect for consumers.

تجارة تقوم على الصدق والمساواة واحترام المستهلك.

#### Advertisement الإعلان:

Promotion of products to attract buyers.

ترويج السلع لجذب المشترين.

**Fraud / Deception** الخداع / الاحتيال:

Dishonest business practices that mislead consumers.

ممارسات تجارية غير نزيهة تُضلل المستهلكين.

**Compensation / Redress** التعويض:

Payment or remedy given to consumers for harm or loss.

تعويض أو إصلاح يمنح للمستهلكين مقابل الضرر أو الخسارة.

**Product Safety** سلامة المنتج:

Ensuring that goods are safe and not harmful to users.

ضمان أن السلع آمنة وغير ضارة بالمستهلكين.

**Labeling** وضع العلامات:

Displaying product information such as ingredients or warnings.

عرض معلومات المنتج مثل المكونات أو التحذيرات.

**Consumer Agency** وكالة حماية المستهلك:

A government body responsible for enforcing consumer laws.

هيئة حكومية مكلفة بتطبيق قوانين حماية المستهلك.

**Warranty / Guarantee** الضمان:

A promise that a product will function properly for a certain period.

وعد بأن المنتج سيعمل بشكل صحيح خلال فترة محددة.

**Complaint** الشكوى:

A formal report made by a consumer about a problem.

بلاغ رسمي يقدمه المستهلك حول مشكلة ما.