

Leaflet for trade fair

**Ministry of Economy,
Consumer Protection Department**

What is Consumer Protection Department?

- Public authority for making sure that goods placed on the market are safe for use.

Who needs the Consumer Protection Department?

- Consumers who buy goods in the market place.

What does it cost?

- It is public service to safeguard consumer interests. It is free of charge.

What does it do?

- Fulfils the obligations in the law for consumer protection and market surveillance.

Address:

Consumer Protection Department

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Ministry of Economy, Consumer Protection Department

Consumer Protection Department is an organizational structure of the Ministry of Economy and its activity is based on the Law nr. 9135, date 11.09.2003 "On Consumer Protection".

The Consumer Protection Department activities provides the general public with consumer affairs assistance on a collective basis. The Consumer Protection Department will not resolve individual consumer disputes.

The objectives;

Awareness of the consumers concerning their own decisive influence on the market
Protection of health, safety, economic interests of consumers, and environment
Increase the awareness, the information and the education of the consumers concerning their rights
To ensure the implementation of the consumer rights for good advise and information.

CPD will ensure that products of good quality and as safe as possible are put on the market. CPD will ensure that the relevant institutions in public administration will carry out the checking of safety and quality requirements.

Encourage local consumer advisors of ACA and any other consumer association to work with the municipal administrations to promote public awareness

Consumer complaints will be collected and analysed to identify

- Type of complaint
- Identify product
- Identify producer/supplier
- Safety fault (what was wrong)
- Validity of guarantee
- Correctness of instructions
- Price is not excessive
- Conduct risk analysis with expert assessment

**Consumer Protection and European Union:
Ten Basic Principles**

1. Buy what you want, where you want
2. If it doesn't work, send it back
3. High safety standards for food and other consumer goods
4. Know what you are eating
5. Contracts should be fair to consumers
6. Sometimes consumers can change their mind
7. Making it easier to compare prices
8. Consumer should not be misled
9. Protection while you are on holiday
10. Effective redress for cross-border disputes

Supported by:

European Union through the Program Cards 2003
"Market Surveillance Project" which will institutionalize the law requirements related to
market surveillance.