

## Awareness-Protection

- User Manuals and Guides
  - Goods must be offered to consumers with user manual or guide in Turkish and with labels containing international symbols and signs.
- Warranty certificate
  - The producer and the importer must produce a warranty certificate in respect of the goods.
  - The seller will be responsible for the handing over the consumer.
- After-sales service
  - Producers and importers are responsible for providing maintenance and repair service for the goods until the expiry date.

## Take your invoice bill or contract after shopping and keep it!

IF YOU HAVE A PROBLEM  
DO NOT POSTPONE  
CLAIMING YOUR RIGHTS



## RESOLUTION OF CONSUMER DISPUTES

- By means of dispute settlement, the Arbitration Committees for consumer problems and consumer courts will still continue to be competent authorities of resolution.
- The Arbitration Committees for Consumer Problems have a specific nature and are the rarely seen authorities of conflict resolutions in the Turkish consumer system.



This project is co-funded by the European Union and the Republic of Turkey



[www.civilsocietydialogue.org](http://www.civilsocietydialogue.org)

Civil Society Dialogue (CSD) is a programme bringing together civil society organisations from the EU and Turkey around common topics, to exchange knowledge and experience, and to build a sustained conversation between the organisations. The CSD Programme is administered by the Ministry for European Union Affairs and cofunded by the European Union and Republic of Turkey. The Central Finance and Contracting Unit acts as the contracting authority for this Programme.



[www.changeconsumersmovement.eu](http://www.changeconsumersmovement.eu)



[www.adiconsum.it](http://www.adiconsum.it)



[www.tukoder.org.tr](http://www.tukoder.org.tr)



[www.tuketichaklari.org.tr](http://www.tuketichaklari.org.tr)

This Brochure is produced with financial support of the EU and Republic of Turkey. Adiconsum is responsible from the content of this website and can in no way be interpreted as the opinion of the EU and/or Republic of Turkey



This project is co-funded by the European Union and the Republic of Turkey

## DO YOU KNOW THE LEGAL RIGHTS AS A CONSUMER?

### Consumer rights under the new consumer protection law



Consumer rights, consumer protection law numbered 6502 entered into force in 28 May 2014 after a series of intensive legislative studies within the frame of New Consumer Protection Law. In this respect 23 by-laws were implemented afterward. New law became law for corresponding to Law of Obligations numbered 6098 and European Commission directives instead of previous consumer law numbered 4077. The main goal is full compliance to EU practices and legislation.



**What do new consumer rights bring?**

### Fundamental Principles

- All consumer-related contracts and information notes should be in writing in a clear, simple and readable manner with at least a twelve point font.
- One copy must be provided to the consumer in paper or permanent digital form.
- The contracts cannot be amended to the detriment of the consumer during the term of the contract.
- Consumers must not incur any additional expenses or costs for the performance that the consumer rightfully expects to be within the scope of the goods or services purchased.

## UNFAIR TERMS IN CONSUMER CONTRACTS

Unfair terms in consumer contracts will be null and void.

### DETECTIVE GOODS

Defective goods?  
Do you know your rights?



- Consumer Protection law preserves provisions regarding consumer rights in the event a defective goods or services.
- The consumer may rescind the agreement, claim for a discount, ask for free repair, if not extremely costly or ask for replacement.
- The consumer can, also request compensation



### STATUTE OF LIMITATIONS

Unless the contract requires otherwise, the statute of limitation is two years starting from delivery date of the goods.

### SALES IN INSTALLMENTS

The consumer has right to withdraw from the sale contract within seven days without providing any reason or paying any penalty.



BE AWARE  
YOUR RIGHTS

## CONSUMER LOANS AND CREDIT CARDS

- Under the Consumer Protection Law, Credit Institutions are prohibited from demanding subscription fees or any other fees under any name of consumers.
- Without the explicitly written instruction of the consumer (whether in physical or electronic form) no insurance can be procured for a loan.
- Pre-contractual information form containing the conditions of the loan must be given to the consumer a reasonable time before the conclusion of the contract.
- Consumer can avoid the contract within 14 days.

## TIMESHARE VACATION CONTRACT

- The timeshare vacation contracts can not be executed with consumers without obtaining a construction licence.
- Pre-contract information form has to be given to the consumer at least one day prior to the conclusion date of the contract.
- Consumer may withdraw from the sale contract within fourteen days without providing any reason or paying any penalty.