

Translation from Tajik into English of an awareness-raising leaflet prepared in the framework of the Rule of Law Platform - Central Asia, a project funded by the European Union (© European Union)

Title	The consumer and his rights	
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Who are the consumers?

Everyone in the contemporary world enjoys things that he bought for money. Look around: here is wardrobe bought in the furniture store, here are apples brought at the market, here's an old TV which recently was repaired.

All of these things we need to use them, i.e. to consume them. In each moment of our lives we consume something: the clothes we wear, the food we eat, the bed, on which we sleep. We also consume TV-films that we watch, the music we listen to, telephone communication, which we use, travel agency services, which saves us the trouble of organizing our own rest. By purchasing something for the money we act as consumers.

Consumer is a person who bought or who is going to buy goods (works, services) for personal (domestic) needs*

Attention! If you are going to resell something you bought to another person, you are an entrepreneur rather than a **consumer**.

As consumers we enter into relations with other people – sellers. Any relations assume mutual rights and obligations. These rights and obligations are provided for by the Law “**On protection of consumer rights**” adopted on **December 9, 2004**.

This law provides for the following rights to consumers:

- 1. The right to information about goods (works, services), as well as their producers (executor, seller);** The seller must provide full information about the product and about himself. Require complete information about the product, because you have to know what you are buying and from whom... Agree that if the seller is hiding something, so probably, not everything is all right with his goods...
- 2. The right to safety of goods (works, services);** Goods must be safe for your life and health in the easiest conditions of use, storage, and transportation.
- 3. The right to free choice of goods (works, services);** Nobody can force you to buy a particular product. Agree that purchase is voluntary! Do not buy if you do not want to!
- 4. The right to an adequate quality of goods (works, services);** And of course the goods you bought must conform to the intended use. I.e. washing machine should wash, iron should iron and baby

carriage should ride ... And wash, iron or ride as you were promised by the seller!

5. The right to full compensation for harm, loss suffered as a consequence of product (work services) deficiency; If you bought a TV and it exploded on the second day because of the defect (God forbid of course!), be sure to claim payment of not only the cost of TV set, but also of your apartment repair.

6. The right to protect your rights; Of course, if even one of these rights have been deliberately or accidentally violated by the seller, you have the right to defend yourself. Here, the court, prosecutors, consumer associations, and government agencies to protect the rights of consumers can help you.

7. The right to education in the field of consumer protection; The State should provide an opportunity for consumers to study their rights through delivery of various educational programs in schools and universities.

8. The right to form associations of consumers; Consumers to protect their rights can join unions and associations, on behalf of which they can represent their interests.

9. The right to submit proposals to the manufacturer (seller) to improve the quality of goods (works, services). And finally, who but you - the consumer - knows better what to advise the manufacturer, seller in improving their operations?

Be aware!

- The seller may not be aware of your rights, the more so that his actions violated your rights. But ignorance of the law is no excuse!
- Much in protecting your rights as a consumer depends primarily on your perseverance, competent action, patience, courtesy and tactful behavior.

Probably it often happened to you that you having bought a shirt noticed that one sleeve was torn, or playstation was buggy, TV set stopped showing and silent. That is you bought goods with the defect.

In accordance with Article 18 of the Law “On Protection of Consumers’ Rights” as of December 9, 2004, “The consequences of the sale of goods of substandard quality”, the consumer who was sold goods of substandard quality, if it was not specified by the seller shall be entitled to require the following:

- free elimination of defects in the goods or reimbursement of the costs of correcting deficiencies by consumer or by a third party (**free repair**);
- proportionate reduction of purchase price. That is, you are satisfied with the goods, albeit with a disadvantage, then you can simply require reducing price;
- **replacement with the product of the same brand (model).** And if the price of goods has increased since the moment of purchase, they do not have the right to demand additional payments.
- **replacement with the product of another brand (model) with corresponding recalculation of purchase price.** In this case the price should be recalculated: if selected item is more expensive you pay the difference, if it is cheaper, the difference is returned to you.

Termination of agreement and damage.

In addition, if the product weighs more than 5 kg, its delivery for repair or replacement should be paid by the seller.

Consumer has the right to claim for replacement, repair or refund for defective product during warranty period, and if no time is established, within the period established by law (6 months).

If you want to learn more, please, contact the offices of the Union of Consumers of Tajikistan

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We are always ready for providing support!