

# CONSUMER PROTECTION (ELECTRONIC TRADE TRANSACTIONS) REGULATIONS 2012

## THE PURPOSE:

To increase the level of consumer confidence in online transaction by providing a holistic protection and ultimately boost the growth of electronic commerce in Malaysia.



## APPLICABLE TO:

- **Online Traders** who operate businesses for supply of goods or services through **websites** (webpages, blogs, social medias) or in **online marketplaces** (e.g. lelong.my, ebay); and
- Online Marketplace **Operators**.



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# REGULATION FOR ONLINE BUSINESS



**REQUIREMENTS UNDER THIS REGULATION**

**ONLINE TRADERS:**

**1. Must disclose these information on their business website:**

- The online trader's name (individual / business / company).
- The business or company registration number.
- The online trader's e-mail address and telephone number or address.
- The description of the main characteristics of the goods/ services.
- The full price of the goods / services including transportation costs, taxes and any other costs.
- The methods of payment.
- The terms and conditions.
- The estimated delivery time of goods / services to the buyer.

- 2. Must provide the appropriate means to enable the buyers to rectify any errors prior to the buyers' confirmation of the orders.**
- 3. Must acknowledge receipts of the orders to the buyers without undue delay.**

**ONLINE MARKETPLACE OPERATORS:**

**“To keep and to maintain the records of the names, telephone numbers and addresses of their online traders for the period of two years.”**

**NON-COMPLIANCE OF THIS REGULATION**

No.	Offences	Individual	Body Corporate
1.	First offence	Fine maximum of <b>RM 50,000</b> or jail for a maximum term of <b>3 years</b> or both.	Fine maximum of <b>RM 100,000</b> .
2.	Second or subsequent offence	Fine maximum of <b>RM 100,000</b> or jail for a maximum term of <b>5 years</b> or both.	Fine maximum of <b>RM 200,000</b> .
3.	Continuing offence	Fine maximum of <b>RM 1,000</b> for each day or part of a day during which the offence continues after conviction.	
4.	Compound	Not exceeding <b>50%</b> of the amount of maximum fine for that offence.	

**The Consumer Protection (Electronic Trade Transactions) Regulations 2012 is available at [www.kpdnkk.gov.my](http://www.kpdnkk.gov.my)**