Section XII
CONSUMER PROTECTION

Article 60
Consumer Protection Safeguards

1. Consumer rights and protection thereof shall be guaranteed by the consumer protection legislation of the Member States, as well as by this Treaty.

2. Nationals of a Member State, as well as other persons residing in its territory, shall enjoy on the territories of the other Member States the same legal protection in the field of consumer protection as the nationals of the other Member States and shall have the right to apply to state and consumer public protection and other organisations, as well as to courts and/or conduct any other proceedings on the same conditions as nationals of the other Member States.

Article 61
Consumer Protection Policy

1. The Member States shall conduct agreed policy in the sphere of consumer protection aimed at creating equal conditions for the nationals of the Member States in order to protect their interests against dishonest activities of economic entities.

2. Agreed policy in the sphere of consumer protection shall be ensured in accordance with this Treaty and the legislation of the Member States concerning consumer protection based on the principles according to Annex 13 to this Treaty.
PROTOCOL
on Agreed Policy
in the Sphere of Consumer Protection

I. General Provisions

1. This Protocol has been developed in accordance with Section XII of the Treaty on the Eurasian Economic Union and determines the principles underlying the agreed policy of the Member States in the sphere of consumer protection and its main focus.

2. The terms used in this Protocol shall have the following meanings:

   "consumer protection legislation of a Member State" means a set of legal regulations in force in a Member State, governing relations in the field of consumer protection;

   "manufacturer" means an organisation, irrespective of the form (type) of ownership, as well as a natural person registered as an individual entrepreneur, manufacturing goods for sale to consumers;

   "contractor" means an organisation, irrespective of the form (type) of ownership, as well as a natural person registered as an individual entrepreneur, performing work or rendering services to consumers;

   "mala fide economic entities" means sellers, manufacturers and contractors conducting their activities with violations of the consumer protection legislation of the Member States and customary business practices, when these violations may cause or have caused material or non-material damage to consumers and/or the environment;

   "consumer public associations" means non-profit associations (organisation) of nationals and/or juridical persons registered in accordance with the legislation of the Member States and established in order to protect the legitimate rights and interests of consumers, as well as international non-governmental organisations operating on the territories of all or several Member States;

   "consumer" means a natural person intending to order (buy) or ordering (acquiring, using) goods (works, services) exclusively for personal (domestic) use, not related to any business activities;

   "seller" means an organisation, irrespective of the form (type) of ownership, as well as a natural person registered as an individual entrepreneur, selling goods to consumers under purchase and sale agreements;
"authorised authorities in the sphere of consumer protection" means state authorities of the Member States exercising control (supervisory) and/or legal regulation functions in the sphere of consumer protection in accordance with the legislation of the Member States, international treaties and acts constituting the law of the Union.

II. Implementation of Main Directions of Consumer Protection Policy

3. In order to ensure equal protection of the rights and legitimate interests of consumers of the Member States, all the Member States shall conduct agreed policy in the sphere of consumer protection under the legislation of the Member States on the protection of consumer rights and regulations of international law in this sphere in the following main directions:

1) provision of timely and reliable information on goods (works, services) and manufacturers (sellers, contractors) to consumers, state authorities and consumer public associations;

2) measures to prevent the activities of mala fide economic entities and sales of low-quality goods (services) on the territories of the Member States;

3) creating conditions for consumers encouraging freedom of choice of goods (works, services) through the development of legal literacy and legal awareness of consumers, as well as their awareness of the nature of consumer rights and interests protected by law and available administrative and judicial remedies for protection thereof, as well as ensuring access of consumers of the Member States to legal aid;

4) implementation of educational programmes in the field of consumer protection as an integral part of national education in educational systems of the Member States;

5) involvement of the media, including radio and television, in the promotion and systematic coverage of consumer protection issues;

6) approximation of the consumer protection legislation of the Member States.

III. Interaction with Public Consumer Associations

4. The Member States shall facilitate operation of independent consumer public associations, their participation in the formulation and implementation of agreed policy to protect consumer rights, promote and explain the rights of consumers, as well as establish a system of information exchange in the sphere of consumer protection between the Member States.
IV. Interaction between Authorised Authorities in the Sphere of Consumer Protection

5. Authorised authorities in the sphere of consumer protection shall interact using:

1) the exchange of information:
   on the practices of the Member States in the field of state and consumer public protection;
   on measures to improve and ensure the functioning of the system to monitor compliance with the consumer protection legislation of the Member States;
   on changes in the consumer protection legislation of the Member States;

2) cooperation in the prevention, detection and suppression of violations of the consumer protection legislation of the Member States committed by residents of the Member States, including the exchange of information on consumer rights violations identified in the internal market, including those based on requests of authorised authorities in the sphere of consumer protection;

3) conduct of joint analytical studies on issues affecting the mutual interests of the Member States in the field of consumer protection;

4) provision of practical assistance on issues arising in the process of cooperation, including the establishment of working groups, exchange of experience and staff training;

5) exchange of statistical information on the performance of authorised authorities in the sphere of consumer protection and consumer public associations;

6) cooperation on other issues in the sphere of consumer protection.

V. Powers of the Commission

6. The Commission shall:

1) issue recommendations to the Member States on the application of measures aimed at improving the efficiency of interaction between authorised authorities in the sphere of consumer protection;

2) issue recommendations to the Member States on the procedure for implementing the provisions referred to in this Protocol;

3) create advisory bodies for the protection of consumer rights in the Member States.