Romanian Consumer Protection Legislation

“This civilisation is the impact of the world’s consumption behaviour.”
Toba Beta

402 Pages of Legislation on Consumer Protection
Market Value € 1809

### Consumer Protection Primary Legislation

1. **Law no. 72/2013** on measures for preventing late fulfilment of payment obligations of certain cash amounts arising from contracts concluded between professionals and between these and the contracting authorities
2. **Law no. 158/2008** on misleading and comparative advertising
3. **Law no. 363/2007** on combating unfair practices of traders in relation with customers and harmonising the regulations with European legislation regarding the consumer protection
4. **Law no. 296/2004** regarding Consumer Code
5. **Law no. 240/2004** concerning the liability of producers for damage arising from defective products
6. **Law no. 449/2003** on sales of consumer goods and the associated guarantees
7. **Law no. 193/2000** on the abusive clauses of agreements concluded between traders and consumers
8. **Government Emergency Ordinance no. 52/2016** regarding the loan agreements offered to real-estate consumers and regarding the amendment and addition of the Government Emergency Ordinance no. 50/2010 regarding loan agreements for consumers
9. **Government Decision no. 775/2016** regarding the organisation of operation of the structure liable for the dispute resolution within the National Authority for Consumer Protection as well as for the amendment and supplementation of the Government Decision no. 700/2012 regarding the organisation of operation of the National Authority for Consumer Protection
10. **Government Ordinance no. 38/2015** regarding the alternative dispute resolution between consumers and traders
11. **Government Emergency Ordinance no. 34/2014** regarding the rights of the consumers within the agreements concluded with professionals, as well as for the amendment and supplement of regulations
12. **Government Decision no. 700/2012** regarding the organisation of operation of the National Authority for Consumer Protection
14. **Government Emergency Ordinance no. 50/2010** on credit agreements for consumers
15. **Government Ordinance no. 85/2004** on consumer protection at the completion and execution of the remote agreements on financial services
16. **Government Decision no. 1553/2004** regarding ways to stop illicit practices in the field of protection of consumers’ collective interests
17. **Government Ordinance no. 21/1992** regarding consumer protection

### Consumer Protection Secondary Legislation

1. **ASF Regulation no. 4/2016** on the organisation and operation of the Alternative Dispute Resolution Entity in the field of financial, non-banking activities (SAL-FIN)
   *The Procedure* for the alternative dispute resolution by imposing a solution within the framework of SAL-FIN din 27.04.2016 (Annex no. 1 to ASF Regulation no. 4/2016)
   *Procedure* for alternative dispute resolution by proposing a solution within SAL-FIN of 27.04.2016 (Annex no. 2 to ASF Regulation no. 4/2016)
2. **ANPC Order no. 505/2014** on the informing measures of consumers by payment services providers carrying out payment operations by ATM
3. **ANPC Order no. 164/2011** on certain measures for informing consumers by banking and non-banking financial institutions
4. **ANPC Order no. 72/2010** regarding certain measures for informing the consumers
5. **ANPC Order no. 92/2007** on the approval of the Norm regarding the information of the consumers, natural persons, by economic operators providing services within the standard agreements