

**LAW NO. 8/2016  
OF 8 JULY**

**CONSUMER PROTECTION LAW**

The Constitution of the Democratic Republic of Timor-Leste guarantees, in its article Article 53 the rights of consumers, in particular, the quality of goods and services consumed, access to truthful information, protection of health, safety and economic interests and compensation for damage.

Without prejudice to the existence, in the Timorese legal system, of various legal instruments laying down specific rules to ensure the protection of the consumer's position, there is the need for the adoption of a law setting out the framework for protection of consumers' rights.

Recognizing that commercial activity, as a way of boosting economic activity, should be protected and encouraged by establishing uniform criteria that all must meet, and considering the need to safeguard and consolidate the achievements already made in boosting the private sector, encourage its modernization and correct some of the existing weaknesses, the purpose of this decree is to defend consumers in consumer relations, on the one hand, and to promote a qualitative advance in the national business sector, on the other.

Being the protection of the consumer a fundamental element for a balanced consumption relationship, the present diploma aims to reduce the economic difference of relationship, protecting the position of consumers against economic groups and other entities with which they have to relate.

In this sense, this law establishes a normative framework for a genuine consumer protection policy, through a deepening of the legislative framework, particularly in the area of consumer information and training, contractual protection, promotion of access to justice, representation of rights and interests, and market control.

Considering this,

The National Parliament decrees, in accordance with article 95 and article 53 of the Constitution of the Republic, to validate as law, the following:

**CHAPTER I  
GENERAL PROVISIONS**

**Article 1  
Object**

The present law establishes the legal regime of protection of consumers, by defining the functions of the State, consumer rights and the involvement of consumer associations.

**Article 2  
Scope**

The present law shall apply to goods and services provided and transmitted by any natural or legal person, national or foreign, public or private, who develops, with a professional nature, production activities, manufacture, export, import, construction, distribution, transport or sale of goods and services, with a view to obtaining benefits.

**Article 3  
Definitions**

For the purposes of this law, the following definitions shall apply:

- a) Consumer - Individual or legal person to whom goods or services are provided for non-professional use, by a person who carries out an economic activity, with a professional character, in order to obtain benefits;
- b) Supplier - Natural or legal person, national or foreign, public or private, who develops, with a professional character, economic activities of production, manufacture, export, import, construction, distribution, transportation or sale of goods and services, with a view of obtaining benefits;
- c) Goods - Movable or immovable, tangible or intangible thing that can be object of legal relations;
- d) Service - Any activity performed in the consumer market, for remuneration, including activities of a banking, financial, credit and security nature, with the exception of those resulting from labor relations;
- e) Normal or reasonably foreseeable use - Any use which is appropriate to the nature or characteristics of the good or which respects the recommended use indicated in a clear and obvious manner by the supplier;
- f) General interest - Interest whose ownership belongs to everyone and to each of the citizens, but which cannot be individually appropriated by any of them.

**Article 4**  
**General Duty of the State**

1. The State and public entities, in particular those with consumer powers, shall adopt and promote appropriate policies and actions to defend consumers' rights and interests, including information and education support to the constitution and functioning of consumer associations, as well as the implementation of the provisions of this law.
2. It is the responsibility of the government to take appropriate measures to ensure the balance of legal relations which have as their object essential goods and services, namely water, sanitation and waste, energy, communications and public transport.

**CHAPTER II**  
**RIGHTS AND DUTIES IN CONSUMER RELATIONS**

**Article 5**  
**Consumer rights**

1. The consumer shall be entitled to:
  - a) Life, health and safety protection;
  - b) Quality of goods and services;
  - c) Training and education for consumption;
  - d) Information on consumption, appropriate to goods and services, ensuring freedom of choice and equality in contracting;
  - e) Protection of economic interests;
  - f) Protection against misleading and abusive advertising;
  - g) Legal protection;

h) Prevention and reparation of property or non-property damage that results from the offense of individual or general interests or rights;

i) Participation, by representative means, in the legal or administrative definition of their rights and interests;

j) Prior information in cases of interruption of supply of goods or services rendered by companies operating under a monopoly and exclusive regime or that are public service concessionaires, without prejudice to the occurrence of force majeure or unforeseeable circumstances.

2. The rights of consumers are inalienable, with no clause to the contrary.

3. The rights provided for do not exclude others arising from international treaties or conventions to which Timor-Leste is a signatory, from ordinary domestic legislation, from regulations issued by the competent administrative authorities, as well as those deriving from the general principles of law, current commercial practice and fairness.

### **Article 6** **Life, health and safety protection**

1. Goods and services placed on the consumer market must not cause risks to the life, health or safety of consumers, other than those considered normal and foreseen as a result of their nature and enjoyment, and suppliers are obliged in any case to provide all necessary and appropriate information so that the use is made safely.

2. It is prohibited the supply of goods or services which, under normal or foreseeable conditions of use, including duration, entail risks incompatible with their use, not acceptable in terms of protecting people's life, health and safety.

3. Public administration services which, in the exercise of their functions, are aware of the existence of prohibited goods or services, in accordance with the previous paragraph, shall notify the competent authorities accordingly.

4. Competent entities shall, in accordance with the law, seize, withdraw from the market or prohibit all goods and services that are life- and public health-threatening or which do not comply with the legally required technical requirements.

5. The supplier of goods or services which, after those goods or services being placed on the market or made available, is aware of the dangers they present, must comply with the authority and consumers, in particular by means of warnings in the media.

6. The State shall promote the existence of systems for the control of the integrity of goods and foodstuffs and consumer products, which guarantee the analysis and evaluation of their safety, quality and essential characteristics.

### **Article 7** **Quality of goods and services**

1. Goods and services intended for consumption must be capable of satisfying the purposes for which they are intended and of producing the effects attributed to them in accordance with the rules laid down by law and in a manner appropriate to the legitimate expectations of the consumer.

2. Without prejudice to the provision of more favorable terms by agreement of the parties or by use, the supplier of non-consumable movable assets shall be obliged to ensure its good condition and its proper functioning for a period of not less than one year, except when the good is not given normal or reasonably foreseeable use.

3. Without prejudice to a special regime, in the case of immovable assets, the consumer shall be entitled to a minimum warranty of five years.
4. For the purposes of paragraphs 2 and 3, the warranties shall:
  - a) Be provided in writing in one of the two official languages or one of the working languages;
  - b) Establish the object on which the warranty is subject;
  - c) Identify the person responsible for providing the warranty;
  - d) Identify the holder of the warranty;
  - e) Mention the rights of the warranty holder;
  - f) Indicate the duration of the warranty;
- g) Indicate the conditions and forms for triggering the warranty.
5. For the duration of the warranty, the holder shall be entitled to at least:
  - a) Completely free repair of all flaws and defects of origin and compensation for damages caused by them;
  - b) Where the repair is not possible or does not guarantee the conditions necessary to allow normal use of the asset, the security holder is entitled to the replacement of the goods by another identical item or to the return of the price paid;
  - c) Temporary replacement of the goods with another equivalent, during the period of time necessary for their repair, when this occurs for reasons attributable to the supplier.
6. The duration of the warranty period shall be suspended for the period of time that the consumer is deprived of the use of the goods as a result of the repair operations resulting from manufacturing defects.

## **Article 8**

### **Training and education for consumption**

1. Consumers have a right of access to information that helps them to form their own choice and the State is responsible for encouraging and promoting consumer awareness actions in order to know the quality and characteristics of the goods supplied, of the services provided and of the rights transmitted, and of being able to do so in the negotiation or acquisition process.
2. Consumer protection associations shall promote the actions referred to in the preceding paragraph, using, among others, the media.
3. Timor-Leste radio and television, in compliance with their public service obligations under the law, shall include in their programming weekly spaces, in the two official languages, with the duration of fifteen minutes, intended for the education and training of consumers.

## **Article 9**

### **General information**

1. The State is responsible for developing actions and adopting measures aimed at the general information of consumers and their rights, namely through:

- a) Support for information campaigns promoted by consumer associations, or similar ones for their purpose, albeit partial;
  - b) Creation of consumer information services;
  - c) Creation of digital databases and archives accessible at the national level, in the field of consumer law, to disseminate general and specific information.
2. Information to consumers shall be provided in the official languages.
3. The State shall take the necessary measures to ensure that the information made available to consumers by the suppliers complies with the provisions of the preceding paragraph.
4. Concrete and objective information contained in the advertising messages of a particular good, service or right shall be deemed to be included in the content of the contracts to be concluded after their issuance or publication, and the contractual clauses have not been written in contrary.

**Article 10**  
**Right to information in particular**

1. The supplier shall inform the consumer both in the course of negotiations and in the conclusion of the contract in a clear, objective, adequate and readily understandable manner about the characteristics of the goods and services, in particular the correct specification of quantity, composition, quality, price, duration of contract, associated risks, guarantee and the term of delivery and assistance after the legal transaction and consequences of non-payment of the price of the good or service.
2. The reporting obligation shall also be imposed on the producer, manufacturer, importer, distributor, packer and storer in order to ensure that every link in the production-consumption cycle is able to comply with its obligation to inform the immediate link to the consumer.
3. Risks to the health and safety of consumers which may result from the normal use of hazardous goods or services must be communicated in a clear, complete and appropriate manner by the supplier or provider of service to the potential consumer.
4. Information on the nature, characteristics and guarantees of goods or services offered to the public on the national market, either on labels, packaging, prospectuses, catalogs, instruction books for use or other information media, or those offered at the point of sale or disclosed by any advertising medium, shall be provided in one of the two official languages.
5. Information on goods produced, processed or packaged in Timor-Leste which are not intended exclusively for export shall be provided in the official languages, without prejudice to the fact that they are also complementary to any other languages.
6. Goods originating from abroad, irrespective of their origin, may be introduced into the domestic trade, if the information relating to them is written in one of the working languages, and in such cases a summary of essential information in one of the official languages must be included, in a visible and legible place.
7. For written information relating to goods and services which are written in other foreign languages, when they are sold, leased or made available in any way on the national market, their full translation shall be required in one of the two official languages and, as the case may be, the translated text must be affixed to the labels or packaging or added to the information media referred to in the preceding paragraph, including information on its safety, instructions for use, warranties and weights and measures, which shall be compatible with the applicable system in the country.

8. Without prejudice to a foreign language or language version, contracts for the sale of goods or products or the provision of services in the internal market, as well as the issuing of invoices or receipts, shall be drawn up in one of the two official languages.

9. Where there is a lack of information, insufficient, illegible or ambiguous information which jeopardizes the proper use of the goods or services, the consumer shall be entitled to withdraw from the contract relating to their acquisition or supply within 10 working days from the date of receipt of the goods or the date of conclusion of the service contract.

10. The supplier of goods or services who violates the duty to inform responds to the damages caused to the consumer, being jointly liable the other parties in the chain of production to distribution, who have also breached the duty to provide information.

11. Failure to comply with the duty of information on the consequences of non-payment of the good or service price determines the liability of the supplier for the payment of the procedural costs due for the collection of the credit.

12. The duty to inform cannot be denied or conditioned by invocation of manufacturing secrecy not protected by law, nor can it exclude a more favorable legal regime for the consumer.

### **Article 11** **Protection of economic interests**

1. The consumer has the right to the protection of his or her economic interests, imposing in the legal relations of consumption material equality of the parties, loyalty and good faith, in accordance with the general principles of the Law.

2. In order to prevent abuses resulting from pre-made contracts, the supplier of goods and services must:

a) Write, in a clear, precise and easily understood wording, and in easily legible characters, in one of the two official languages, general contractual terms, including those contained in individual contracts;

b) Not to include clauses in individual contracts which give rise to a significant imbalance to the detriment of the consumer.

3. Contractual clauses shall be interpreted in the most favorable sense to the consumer.

4. The consumer shall not be obliged to pay for goods or services which he or she has not previously and expressly ordered or requested or which do not constitute a valid contract, and so he or she is not responsible for their return or compensation, nor for their risk of perishing or deterioration.

5. The consumer shall be entitled to after-sales assistance with regard to the supply of parts and accessories for the normal average duration of the goods supplied.

6. The service supplier or provider may not make the supply of goods or the provision of a service dependent on the acquisition or supply of one or more of the goods.

7. Without prejudice to more favorable arrangements, in the case of contracts which result from the initiative of the supplier of goods or the provider of services outside the commercial establishment, by means of correspondence or other equivalent, the consumer may exercise his or her right of disclaimer by withdrawing from the contract within ten working days of the date of receipt of the goods or the conclusion of the service contract.

8. In the case referred to in the preceding paragraph, the consumer is entitled to the immediate return of any and all amounts that may have been paid, for any reason, during the period of reflection.

9. The Government shall take measures to prevent prejudice to consumers' interests in the field of selling methods which undermine the conscious evaluation of the clauses contained in individual contracts and the free, informed and weighted formation of the decision to bind them.

**Article 12**  
**Protection against misleading and abusive advertising**

Under the terms of this law, and specifically of the Legal Regime of Advertising Activities, all misleading or abusive advertising is prohibited.

The consumer has the duty to:

- a) Respect the commitments made to suppliers of goods and service providers, acting in good faith, with correctness and seriousness;
- b) Defend their interests with the competent authorities;
- c) Take account of the consequences of their consumption vis-à-vis other citizens, including the most vulnerable;
- d) Meet the environmental impact of their consumption;
- e) Report any violation of their rights to the competent authorities.

**CHAPTER III**  
**DAMAGE**

**Article 14**  
**Prevention of damage**

Consumers are guaranteed the right to take precautionary measures to prevent, correct or terminate practices detrimental to consumers' rights contained in this law, that, namely:

- a) Undermine their physical health and safety;
- b) Are translated into the use of prohibited clauses;
- c) Consist of commercial practices expressly prohibited by law.

**Article 15**  
**Reparation of damages**

1. A consumer who is supplied with defective goods or services, unless he or she has been previously informed and clarified prior to the conclusion of the contract, may, irrespective of the fault of the supplier of the goods, require the repair or replacement of the goods, price reduction or termination of the contract.

2. It is considered defective the good that does not provide the legal and contractual security required or that is legitimately expected under commercial usage.

3. A service which does not provide the security which the consumer is legitimately entitled to expect is considered to be defective, taking into account the way in which it operates, the result and the risks reasonably expected of it, and the time it was provided.

4. The consumer must report the defect within thirty days, if it is a movable asset, or within one year, if it is an immovable asset, after his or her knowledge, and within the warranty periods provided for in this law.

5. Without prejudice to the provisions of the preceding paragraphs, the consumer shall be entitled to compensation for the property and non-property damages resulting from the supply of defective goods or services.

6. The producer is responsible, regardless of fault, for damages caused by defects in goods that he or she places on the market, in accordance with the law.

7. Where the manufacturer, producer, supplier or importer cannot be identified, the trader or seller shall also be liable.

## **CHAPTER IV CONTRACTUAL PROTECTION**

### **Article 16 Unfair terms**

1. Are null and void, among others, the contractual clauses relating to the supply of goods and services that:

- a) Preclude, exonerate or mitigate liability for flaws or defects of any nature of the goods and services or imply waiver or provision of rights;
- b) Subtract from the consumer the option of reimbursement of the amount already paid, in the cases provided for in this law;
- c) Transfer responsibilities to third parties;
- d) Establish obligations which are considered to be unfair, placing the consumer at a great disadvantage or are incompatible with good faith and fairness;
- e) Reverse the burden of proof to the detriment of the consumer;
- f) Determine the compulsory use of arbitration;
- g) Impose a representative to conclude or carry out another legal transaction by the consumer;
- h) Leave the supplier the choice of whether or not to conclude the contract, but obliges the consumer to do so;
- i) Allow the supplier to cancel the unilateral contract without any liability to the consumer;
- j) Authorize the supplier to unilaterally change the content or quality of the contract after its conclusion;
- k) Contradict or make possible the violation of environmental norms;
- l) Contradict the standards of compensation for necessary improvements.

2. The State shall promote the creation of a registration system, accessible to the public, for the registration of unfair terms.

3. The nullity of the abusive contractual clause does not invalidate the contract, except if the event of its absence results in excessive charges for either party.

4. Any consumer, or entity that represents him or her, is entitled to request the Public Prosecutor's Office or the Public Defender's Office, within the scope of their respective competencies, to attempt the competent judicial action to declare the nullity of the contractual clause that contravenes the



provisions of this law or that, in any way, does not ensure the right balance between rights and obligations of the parties.

**Article 17**  
**Adhesion contract**

The contract of adhesion and the general contractual clauses have their regime defined in a special law.

**Article 18**  
**Consumer credit**

1. In the supply of goods or services involving the granting of credit or the granting of financing to the consumer, the supplier or his or her representative and in his or her name shall, among other requirements, and without prejudice to the provisions of special legislation, inform him or her in advance and properly on:

- a) Price of the good or service in currency with legal tender in the country;
- b) Amount of default interest and annual effective interest rate;
- c) Expenditures legally envisaged;
- d) Number and periodicity of benefits;
- e) Total sum payable, with and without financing.

2. Interest on late payment due to non-fulfillment of obligations on its expiration date shall not exceed 2% of the value of the benefit.

3. The consumer is guaranteed the early settlement of the debt, totally or partially, by proportional reduction of interest and other increases.

**Article 19**  
**Payment in installments**

In contracts for the purchase and sale of furniture by means of payment in installments, as well as in fiduciary disposals as collateral, are null and void the clauses that establish the total loss of benefits paid to the creditor that, due to the non-compliance, opt for the resolution of the contract before the exchange of the good.

**CHAPTER V**  
**BUSINESS PRACTICES**

**Article 20**  
**Abusive practices**

1. Unfair commercial practices shall be prohibited.

2. The following shall be considered as abusive practices, among others:

- a) Subject the supply of goods or services to the supply of another good or service, as well as, without just cause, to quantitative limits;
- b) Unjustifiably refuse the supply of goods or the provision of services;
- c) Send or deliver to the consumer, without prior request, any good or provide any service;

- d) Rely on the weakness or ignorance of the consumer, due to a lack of knowledge or vulnerability, as a result of their personal, economic or social condition, to impose their goods or services;
  - e) Carry out services without previous budgeting and express authorization of the consumer, except those arising from previous practices between the parties;
  - f) Transmit to third party derogatory information, referring to an act practiced by the consumer in the exercise of his or her rights;
  - g) Place on the market any good or service that does not comply with applicable legal and regulatory standards;
  - h) Raise prices of goods and services without just cause;
  - i) Fail to stipulate a deadline for the fulfillment of its obligation or leave the fixing of its initial term in its sole discretion.
3. The services provided and the goods sent or delivered to the consumer, in the case provided for in sub-paragraph (c), shall be deemed to be free of charge, on the part of the consumer.

### **Article 21 Supply of goods and services**

1. The supply and presentation of goods or services shall ensure correct, clear, precise and objective information on their characteristics, quality, quantity, composition, price, warranty, expiration dates and origin, as well as on the risks they pose to the health and safety of consumers.
2. Supply and information on goods and services shall be provided in one of the two official languages.
3. The supplier shall expressly inform the consumer when the supplied goods are used, have any efficiency, or have been saddled with the production or preparation of used materials or parts.
4. In contracts for the provision of services the purpose of which is the repair of any kind of goods, the supplier undertakes to use, at his or her expense, all materials and equipment necessary for the good, obtaining the prior consent of the consumer for the use of used materials.

### **Article 22 Advertising and prices**

1. Advertising which mentions the selling price of the goods or services must clearly and perfectly indicate the price expressed in the legal tender in the country, including any applicable taxes and charges.
2. Goods displayed in showcases, shelves, shop windows and other exhibition stands must be accompanied by the price and, if applicable, the possibility of granting associated credit.
3. Written or printed advertising and catalogs, when mentioning the selling price, shall also indicate the unit price.

### **Article 23 Promotion and offers**

In case of promotions and offers of goods and services on special terms, the supplier must inform the consumer of the applicable conditions and their duration.

**Article 24**  
**Requirement budgeting**

1. The supplier of services shall be obliged to provide the consumer with a prior written budget, indicating the value of the workforce, the materials and equipment to be used and their value, the payment terms and the dates of beginning and end of the service provision.
2. Unless otherwise stipulated, the amount indicated in the budget shall be valid for a period of ten days counted from its receipt by the consumer.
3. Once approved by the consumer, the budget obliges the contractors and can only be amended by agreement of the parties.
4. The consumer is not liable for any damages or additions arising from the contracting of third party services under the terms of the contract.

**Article 25**  
**Debt collection**

1. In the collection of debts, the consumer must be treated with civility, and should not be subjected to any type of embarrassment or threat.
2. A consumer who is charged an undue amount shall be entitled to a refund equal to twice the amount paid in excess, plus legal interest, unless there is a justifiable error.

**CHAPTER VI**  
**PENALTIES**

**Article 26**  
**Administrative offenses and penalties**

1. Violations of consumer protection regulations shall be subject, as the case may be and without prejudice to penalties and those defined in specific rules, to the following administrative sanctions:
  - a) Fine;
  - b) Seizure of the good;
  - c) Deprivation of good;
  - d) Prohibition of production of the good;
  - e) Suspension of supply of goods or services;
  - f) Temporary suspension of activity;
  - g) Revocation of activity authorization;
  - h) Prohibition, total or partial, of establishment, work or activity.
2. The fine must be graded according to the severity of the violation, the advantage obtained and the economic condition of the supplier.
3. The classification of the seriousness of the violations, the criteria for applying the sanctions and the procedure for applying the sanctions referred to in this article shall be regulated by a specific instrument.

4. The sanctions provided for in this article shall be applied by the competent administrative authority, with the right of defense and the right to be heard.

## **CHAPTER VII RIGHTS PROTECTION**

### **Article 27 Nullity**

1. Without prejudice to the provisions of specific legislation, any contractual agreement or provision that excludes or restricts the rights granted by this law is void.
2. The nullity referred to in the preceding paragraph may only be invoked by the consumer or his representatives.
3. Notwithstanding paragraph 1 of this Article, the consumer may choose to keep the contract if only some of its clauses are void.

### **Article 28 Legal protection**

1. Consumers are guaranteed the protection of their rights and interests protected by this law.
2. In order to defend the rights and interests protected by this law, all actions appropriate to its protection are admissible.

### **Article 29 Public Ministry and Public Defender's Office**

The Public Prosecutor's Office and the Office of the Public Defender are also responsible for the protection of consumers, within the scope of this law and within the framework of their respective powers, intervening the Public Prosecutor's Office in administrative and civil actions tending to the guardianship of general consumer interests and the Office of the Public Defender representing the citizens with insufficient economic resources that resort to it to exercise their rights under this law.

## **CHAPTER VIII CONSUMER ASSOCIATIONS**

### **Article 30 Consumer associations**

1. Consumer associations shall be endowed with legal personality, not for profit and with the principal aim of protecting the rights and interests of consumers in general or their associated consumers.
2. Consumer associations may be national or local, depending on the area to which they limit their action and have at least one hundred or ten members, respectively.
3. Consumer associations may still be of general interest or of specific interest:
  - a) Consumer associations whose statutory purpose is the protection of the rights of consumers in general and whose bodies are freely elected by the universal and secret vote of all their members are of general interest;
  - b) The other associations of consumers of particular goods and services, whose bodies are freely elected by the universal and secret vote of all their associates, are of specific interest.

4. For the purposes of their registration, consumer associations shall follow the procedures laid down for other collective non-profit bodies, under the terms to be regulated.

### **Article 31** **Rights of consumer associations**

1. Consumer associations shall enjoy the following rights:

a) Preferential statute for the discussion of matters relating to consumer policy, in particular the indication of representatives for advisory or consultative bodies dealing with the matter;

b) Radio and television broadcasting rights;

c) The right to represent consumers in the process of public consultation and hearing to be carried out in the course of making decisions that may affect their rights and interests;

d) The right to request from the administrative authorities or judicial proceedings, the seizure and withdrawal of goods from the market or the prohibition of services prejudicial to consumers' rights and interests;

e) The right to request the correction and response to the content of advertising messages relating to goods and services placed on the market and to request from the competent authorities that misleading or abusive advertising be withdrawn from the market;

f) The right to consult the processes and other elements existing in the public services and divisions of the administration that contain data on the characteristics of consumer of goods and services and to disclose the information necessary to the protection of consumers' interests;

g) The right to be informed about the formation of the prices of goods and services provided by the State, by public companies or by entities holding exclusive public exploitation rights, upon request;

h) The right to be heard in the process of regulating prices for the supply of essential goods and services, in particular in the areas of water, energy, gas, transport and communications, and to receive clarification on tariffs and quality of services, in order to be able to comment on them;

i) The right to request official laboratories to carry out analysis on the composition or the state of conservation and other characteristics of the goods destined for public consumption and to make public the corresponding results, and the service must be provided at a rate that does not exceed the cost price;

j) The right to good faith presumption of the information provided by them;

k) The right to complain and denounce, as well as to exercise the rights conferred on those injured parties in criminal proceedings and to follow up on the administrative proceedings, when they so request, submitting memoranda, technical opinion, suggestion of examinations or other measures of proof until the process is ready for final decision;

l) The right to be exempted from payment of costs;

m) The right to receive support from the State for the pursuit of its purposes, in particular in the exercise of its activity in the field of training, information and representation of consumers;

n) The right to tax benefits identical to those granted or to be granted to public-interest entities.

2. The rights provided for in sub-paragraphs (a) and (b) of the preceding paragraph are exclusively granted to consumer associations of national scope and of generic interest.

3. The right provided for in paragraph 1 (h) shall be conferred on associations of generic or specific interest where that interest is directly related to the goods or services subject to price regulation and, for services of a non-regional or local nature, exclusively conferred on national associations.

## **CHAPTER IX TRANSITIONAL AND FINAL PROVISIONS**

### **Article 32 Regulation**

1. The Government shall, within one year, approve the legislation necessary for the implementation of this law.
2. For the purpose of effecting the interests provided for by law, the Government shall promote the existence of its own body, intended to support the public functions of defense and protection of consumers.
3. The provisions of Article 10 (4), (5), (6) and (7) shall not apply, within 18 months after the date of entry into force of this law, to written information on the products and services existing and available on that date, in the national market.

### **Article 33 Entry into force**

This law shall enter into force on the day following its publication.

Approved May 10, 2016.

The President of the National Parliament,

**Adérito Hugo da Costa**

Promulgated on July 5, 2016.

To be published.

The President of the Republic,

**Taur Matan Ruak**