



**Press Release**

**13th March 2023**

**WORLD CONSUMER RIGHTS DAY 2023 – CONSUMER RIGHTS AND RESPONSIBILITIES**

The Competition and Consumer Authority (CCA) joins the global consumer rights movement and rest of the world in commemorating World Consumer Rights Day on 15<sup>th</sup> March. The day is commemorated annually to raise awareness about the rights of consumers and the need to protect them against unfair business practices. This year's World Consumer Rights Day will be celebrated under the National Theme of '*Consumer Rights and Responsibilities.*'

The Competition and Consumer Authority in collaboration with the Goodhope District Leadership will host the National World Consumer Rights Day commemoration at Goodhope Village. The Assistant Minister of Trade and Industry Hon. Beauty Manake will give the keynote address. The commemorative event will be held at the grounds opposite the Choppies shopping complex.

A Consumer means any person who is supplied goods or services for personal use, and not for business purposes. The Consumer Protection Act of 2018 recognises and protects the rights of consumers in Botswana. Enforcement of this Act is one of the core mandates of the Competition and Consumer Authority. This mandate was transferred to the Authority from the Department of Consumer Affairs in 2019.

The Consumer Protection Act gives consumers in Botswana the right to information on goods and services; the right to demand quality service, and the right to safe and good quality goods. Among other provisions, the Act mandates suppliers to display the price of goods and services, and they must display prices in the Pula currency. Consumers are entitled to return goods in their original state within six months after delivery of the goods and be entitled to Repair, Replacement or Refund. Any business which does not display prices of goods and services, which displays the price of goods in foreign currency or denies consumers the right to return goods is in violation of the law.

Most unfair business practices have been observed in the sale of Used Imported Motor Vehicles, Cell-phones and Electronics with most consumer complaints received by the Authority. The CCA urges consumers to familiarise themselves with the provisions of the Consumer Protection Act so that they exercise their rights and take the necessary action to defend themselves against unfair business practices. This can be done by reporting any violations of their rights to the CCA for redress, forming or participating in consumer advocacy groups, and by supporting businesses that respect consumer rights.

Another way of exercising responsibility is for consumers to inform themselves before buying goods and services such as terms of contracts before signing. It also includes demanding and keeping receipts safely after buying goods and services as proof of purchase is always required in resolving cases of unfair business practices.

Globally, World Consumer Rights Day is being celebrated under the theme '*Empowering Consumers Through Clean Energy Transitions.*' This theme is apt as consumers have a responsibility to protect the environment and refrain from contributing to waste, littering and pollution.