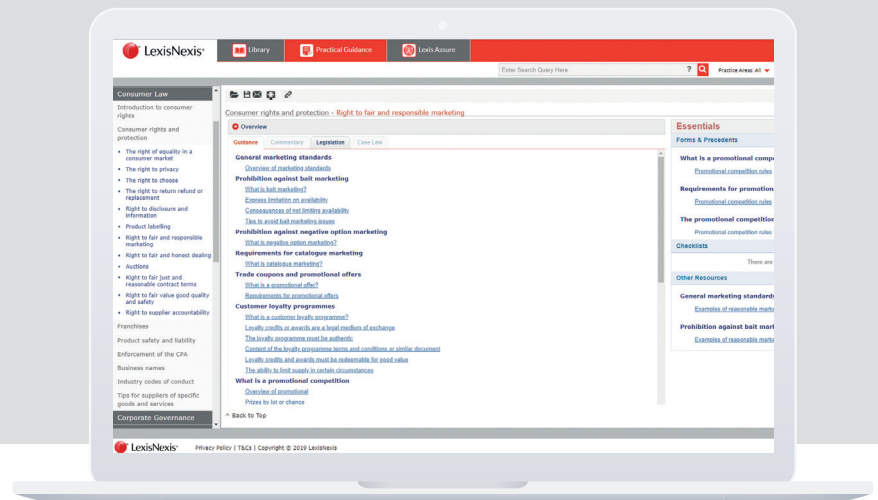


# Consumer Law



## A practical legal 'how to' guide

Need to know what consumer rights are available to a consumer? Need to know how to lay a complaint with the National Consumer Commission for the protection of consumer rights? Looking for practical ways on how to enforce the Consumer Protection Act? *Practical Guidance Consumer Law* is a practical and user-friendly online tool that offers step-by-step guidance on a key piece of legislation, being the Consumer Protection Act (CPA) and what it offers consumers, enforcement of the CPA and tips for both the supplier and consumer.

## Understanding the intricacies involved in consumer law

With guidance on precise instructions for consumers and suppliers, detailed information on product specifications, developments of franchises and businesses, complaints to the National Consumer Commission and much more, *Practical Guidance Consumer Law* provides comprehensive information on these aspects in order to create an easily accessible platform for the user to be able to attend to their queries. The information and notes offered will be of great value to users. *Practical Guidance Consumer Law* is authored and regularly updated by expert professionals, ensuring that users have direct access to relevant and appropriate information, updated and current

legislation, regulations and case law as well as offering users an additional benefit of receiving resources such as diagrams, flowcharts, checklists and customisable forms and precedents which will be of practical use in their day to day businesses.

## Stay compliant

*Practical Guidance Consumer Law* is a comprehensive online toolkit for those who require a fast reference guide in order to comply with the Consumer Protection Act and the industry codes of conduct. Acting as a quick reference guide, a precedent bank and a trusted resource tool, this easy-to-navigate online resource gives you detailed, up-to-date information across 26 sub-topics and offers over 50 forms, precedents, checklists and other resources for practical application. The result? Speedy access to accurate and relevant information, expert opinion, and practical resources in a user-friendly format on a single platform.

## Who should use this guide?

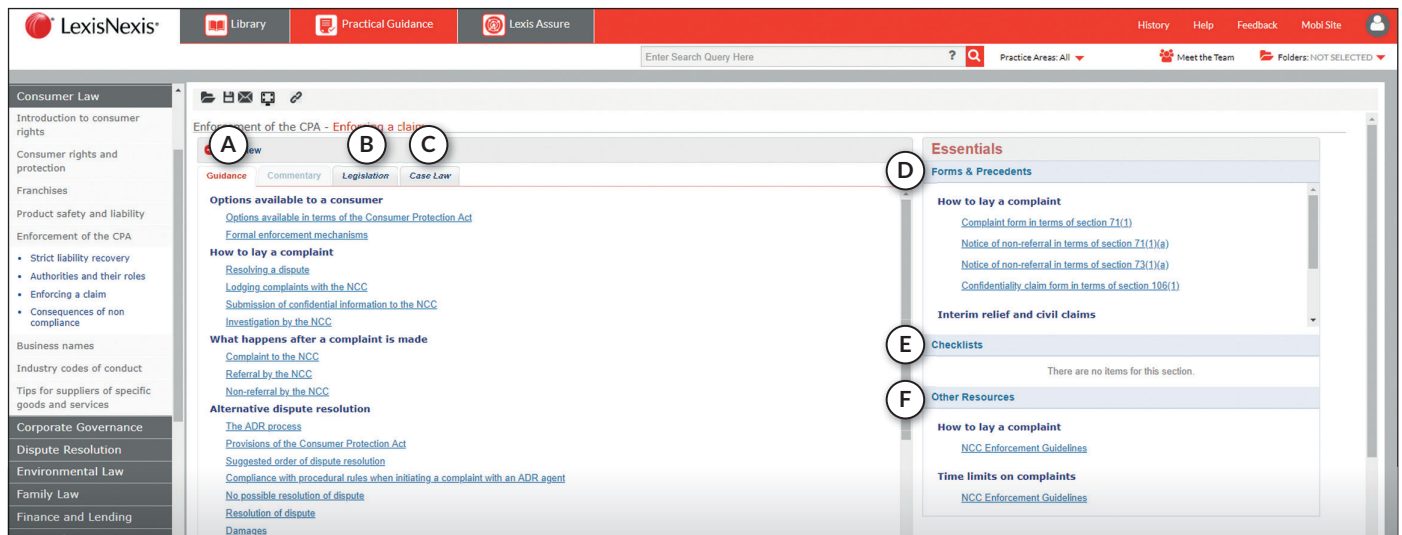
- Legal advisers
- Attorneys
- Officers at the National Consumer Commission
- Suppliers of small and large businesses
- Various industry's such as the Minister of Trade and Industry

For the latest practical legal guidance, visit our website for a free demo or more information.

[lexisnexis.co.za/pg/consumer-law](https://lexisnexis.co.za/pg/consumer-law)

## Resources include:

- 26 sub-topic overviews
- Over 100 guidance notes, including practical aids
- Up-to-date case law references
- Industry codes of conduct
- Over 50 customisable forms, precedents, checklists and other resources to provide for easy administration of steps to be followed, including:
  - Registration of business names forms
  - Cancellation of registration of business names forms
  - Fixed term agreement templates
  - Industry codes of conduct
  - Returns policy templates
  - Complaint forms
  - Examples of reasonable marketing standards
  - Checklist of information for return of goods



## A Guidance Notes

Over 26 sub-topic overviews and over 100 guidance notes. The sub-topic overviews group content and information together according to relevant legislative requirements. Each guidance note provides step-by-step guidance on all necessary legislative requirements, processes and procedure required by the Consumer Protection Act 68 of 2008.

## B Legislation

Consumer law provides access to the most relevant and up-to-date legislation, including:

- Consumer Protection Act 68 of 2008
- Companies Act 71 of 2008
- Trade Marks Act 194 of 1993
- Electronic Communications and Transactions Act 25 of 2002

## C Case Law

The Case Law tab provides access to precedent setting and up-to-date judgments. This case law is also

discussed and unpacked within the relevant guidance note.

## D Forms and Precedents

Over 50 forms and precedents. Provides access to customisable precedents across all topics including complaint forms, business registration forms, fixed term agreement templates and return policy templates.

## E Checklists

Various checklists. Checklists provide step-by-step information to ensure compliance with the relevant process and procedure as enacted and stipulated by law.

## F Other Resources

Various other resources. Contains guides and practical aids that provide essential information to assist in complying with relevant legislation. Flowcharts and diagrams provide step-by-step assistance in navigating processes and procedure.

For the latest practical legal guidance, visit our website for a free demo or more information.

[lexisnexis.co.za/pg/consumer-law](https://lexisnexis.co.za/pg/consumer-law)