









Any citizen who pays for a product or service is a consumer.  
To protect consumers from various malpractices, fraud, and injustices in the marketplace, Sri Lanka has enacted the Consumer Affairs Authority Act, No. 9 of 2003.

Often, consumers suffer unfair treatment simply because they are unaware of their legal rights and how to make a complaint.



### YOUR KEY CONSUMER RIGHTS

 <p><b>RIGHT TO SAFETY</b></p> <p>Right to be protected against goods and services that are hazardous to life, health, and property.</p>	 <p><b>RIGHT TO QUALITY</b></p> <p>Right to expect good quality products and services at a fair price.</p>	 <p><b>RIGHT TO INFORMATION</b></p> <p>Right to be informed about the price, quality, quantity, ingredients, and other relevant details.</p>	 <p><b>RIGHT TO CHOOSE</b></p> <p>Right to choose from a variety of goods and services at competitive prices.</p>	 <p><b>RIGHT TO BE HEARD</b></p> <p>Right to voice your complaints and be heard.</p>	 <p><b>RIGHT TO REDRESS</b></p> <p>Right to seek redressal when you are treated unfairly.</p>
---	---	---	---	---	--

 **An informed consumer is a strong consumer.**   
**Know your rights. Use your rights. Protect your rights.**

### WHY YOUR RIGHTS MATTER

-  Ensures safe and quality products and services.
-  Promotes fairness and builds trust in the marketplace.
-  Helps prevent fraud, overcharging, and misleading practices.
-  Empowers you as a consumer and strengthens the economy.



## CONSUMER RIGHTS & PROTECTION

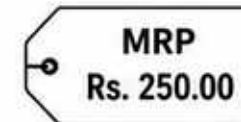
### 1. YOUR BASIC RIGHTS UNDER THE CONSUMER AFFAIRS AUTHORITY ACT

This Act prevents traders and service providers from acting arbitrarily and grants consumers the following basic rights and protections:



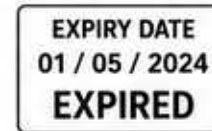
#### 1. NO SELLING ABOVE THE MRP

The Maximum Retail Price (MRP) must be clearly printed on every package. Selling a product above the MRP or above the controlled price fixed by the government is strictly prohibited.



#### 2. NO SALE OF EXPIRED GOODS

It is a serious illegal offence to display or sell food, medicines, or any other item beyond its Expiry Date. Also, selling goods without a Manufacturing Date or Batch Number on the package is prohibited.



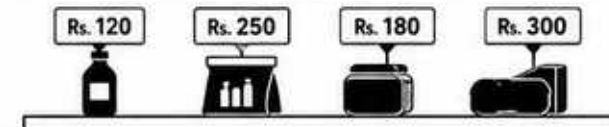
#### 3. RIGHT TO WARRANTY PROTECTION

Traders cannot deny warranty conditions or refuse to repair or replace a product during the warranty period without a valid and reasonable reason. This applies to items like electrical appliances, mobile phones, etc.



#### 4. RIGHT TO CLEAR PRICE DISPLAY

All prices of goods and services must be clearly displayed in the shop or premises so that consumers can make informed choices.



#### 5. RIGHT TO CORRECT WEIGHT AND MEASURE

It is a punishable offence to use faulty weighing scales or measuring instruments and give less weight or quantity than what you are entitled to.



AWARE CONSUMERS CREATE A FAIR MARKET.  
KNOW YOUR RIGHTS. USE YOUR RIGHTS. PROTECT YOUR RIGHTS.



KNOW YOUR RIGHTS.  
USE YOUR RIGHTS.  
PROTECT YOUR FUTURE.



info@ghrfront.org



ghrfront.org



+94 11 2 555 888



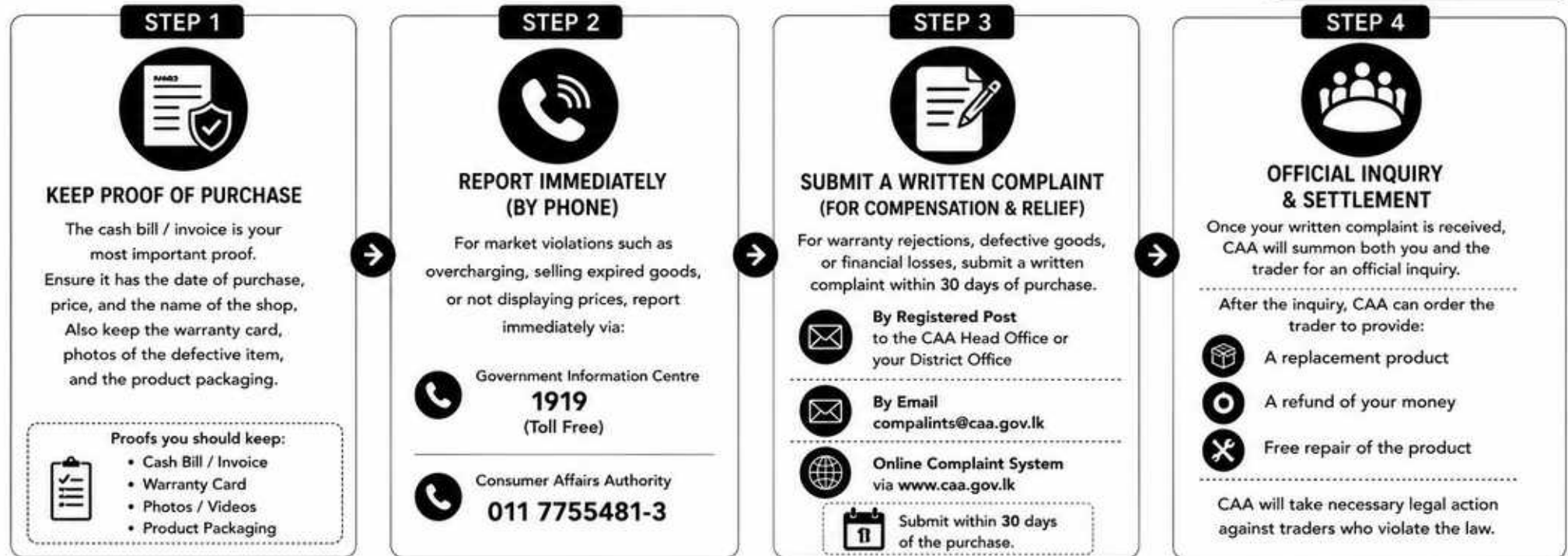
YOUR RIGHT.  
YOUR POWER.  
YOUR FUTURE.

**YOU CAN COMPLAIN ABOUT:**

- Selling defective or poor quality goods
- Overcharging / selling above MRP
- Selling expired goods
- Refusing warranty or repair
- Failure to display prices
- Short weight or quantity

## 2. HOW TO MAKE A COMPLAINT IF YOU ARE TREATED UNFAIRLY


If a trader or business has sold you a defective product, overcharged you, or denied your warranty, the Consumer Affairs Authority (CAA) will take direct action to protect your rights. Follow the correct process below to file a complaint and get the relief you deserve.




**AWARE CONSUMERS GET JUSTICE.**  
**KNOW YOUR RIGHTS. USE YOUR RIGHTS. PROTECT YOUR RIGHTS.**

### 3. PENALTIES FOR TRADERS WHO VIOLATE THE LAW

The Consumer Affairs Authority has the power to file cases in the Magistrate's Court against traders or companies who violate the provisions of the law. Convicted parties may be subject to the following penalties:


**INDIVIDUAL TRADER  
(SOLE PROPRIETOR)**


**FIRST OFFENCE**



**FINE**  
Rs. 1,000 – 10,000


OR




**IMPRISONMENT**  
Up to 6 months

----- OR BOTH -----


**REPEAT OFFENCE**



**FINE**  
Rs. 2,000 – 20,000


**COMPANY  
(LIMITED COMPANY)**


**FIRST OFFENCE**



**FINE**  
Rs. 10,000 – 100,000


OR



**IMPRISONMENT**  
Up to 6 months

----- OR BOTH -----

**REPEAT OFFENCE**



**FINE**  
Rs. 20,000 – 200,000

**CONFISCATION OF GOODS**




Goods that are harmful to public health, expired, or unfit for consumption may be **destroyed** or **confiscated** under a court order.


---



The main goal is to protect consumers and ensure a fair and safe marketplace.




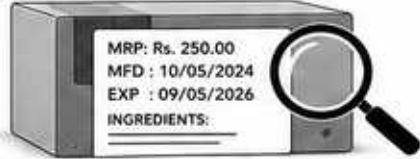






Violating consumer laws is a serious offence. The law is on your side.  
**Know your rights. Use your rights. Protect your rights.**



## CONSUMER RIGHTS & PROTECTION

### 4. YOUR RESPONSIBILITIES AS A CONSUMER

Along with rights, every consumer has a set of responsibilities to ensure safety and fairness in the marketplace.

RESPONSIBILITY		WHAT YOU SHOULD DO IN PRACTICE	
<b>1</b>	<b>READ THE LABEL</b> 	Before purchasing, carefully check the label for the Maximum Retail Price (MRP), manufacturing/expiry dates, and ingredients.	 <ul style="list-style-type: none"> <li>✓ MRP / Price</li> <li>✓ Mfg. / Expiry Date</li> <li>✓ Ingredients</li> </ul>
<b>2</b>	<b>ALWAYS ASK FOR A RECEIPT</b> 	No matter how small the purchase, always ask for the official bill/invoice and keep it in a safe place. Without a bill, it is difficult to take legal action.	 <ul style="list-style-type: none"> <li>✓ Proof of purchase</li> <li>✓ Essential for complaints</li> <li>✓ Protects your rights</li> </ul>
<b>3</b>	<b>DON'T BE FOOLED BY FALSE ADS</b> 	Be careful of false or misleading advertisements (Misleading Advertisements) on all media and social media platforms.	 <ul style="list-style-type: none"> <li>✓ Verify before you buy</li> <li>✓ Don't believe everything you see or hear</li> <li>✓ Make informed decisions</li> </ul>
<b>4</b>	<b>DON'T STAY SILENT AGAINST INJUSTICE</b> 	If unfairly overcharged, even by a small amount, speak up. It is illegal. Question the trader or report to the authorities.	 <ul style="list-style-type: none"> <li>✓ Every rupee counts</li> <li>✓ Reporting helps stop unfair practices</li> <li>✓ Protects you and other consumers</li> </ul>

“ **A conscious consumer is the guardian of the nation's economy.** By raising your voice for your rights, you protect not only yourself, but the entire society from fraudulent trade practices!

