
General Corporate Commercial

Standard Information Disclosure for Consumers

On 31 August 2021, the Ministry of Commerce ("**MOC**") issued Prakas No. 185 on Standard Information for Consumers ("**Prakas No. 185**") that sets out the minimum information required to be provided to consumers in commercial transactions.

What is "Standard Information"?

Under Prakas No. 185, standard information for consumers means minimum information required to be provided under rules and regulations of the relevant ministries, institutions and regulators requiring persons who conduct businesses to disclose to their consumers the required information relating to their goods or services ("**Standard Information**").

The standard information to be provided to the consumers may be in the form of presentation or description of the subject goods, such as the type of goods, method of use, price, packaging, classification, safety precaution when using the goods, quantity, origin, consumption function, maintenance, components, design, installation, advertising or supply, manufacture and expiration date, and other information relating to production or supply of the goods. Businesses must also comply with the requirements with respect to providing standard information in relation to services in accordance with applicable regulations.

Clear Description on Labels

Per Prakas No. 185, the Standard Information must be provided on the label of the packaging or description form attached to the package of such goods or services in a clear manner. This is so that the consumers may be sufficiently informed before purchasing their goods or engaging their services. The label of the packaging or description form could be as follows:

- Labels can be printed, sewn or pasted on the packaging. If the packaging is too small, the required information can be presented in a description form.
- Labels or description forms must be in Khmer language. They must be clear, easy to read and understand and not easily torn damaged, discoloured or detached from the packaging.
- A label or description form includes what is written, printed, pictured or displayed on the packaging of the goods based on the actual nature of the goods or displayed for advertising purposes.

General Corporate Commercial

In addition to the required minimum information set out above, the manufacturers, suppliers, distributors and service providers can include other information in relation to their goods or services by using the QR code. The information to be provided in the QR code must be in Khmer or foreign language.

Warranties for Goods and Services

Manufacturers, suppliers, distributors and retailers must warrant that the goods and services offered are the same as advertised.

Standard Information for E-commerce

The Standard Information to be provided for e-commerce transactions are the following:

- **Business details:** Owner's or company's name, registered address and contact information (electronic email or telephone number);
- **Communication channel(s):** Mode of communication between users and sellers;
- **Terms and conditions:** Terms, conditions and costs of goods or services, including payment method, withdrawal or cancellation of order, termination, delivery and exchange of goods, and refund; and
- **Goods and services offered:** Actual goods for and services offered.

The above information must be accurate, clear and easy to understand, and sufficient enough to help consumers make an informed decision.

Minimum Terms of Services for Service Providers

Service providers must provide consumers with the following information in their terms of service:

- Terms of warranty in a language which is easy to understand;
- The type of service offered, such accommodation, leisure and entertainment, treatment and care, and parking; and
- Price that the consumers will pay based on the type of service to be provided.

The above requirements do not apply to providers of professional services, such as public accountants, auditors, architects, engineers, lawyers, and notaries.

Sanctions

Transitional penalties shall be imposed on any person who commits an offence for non-compliance with the standard information requirements for consumer as stated in Articles 48 and 49 of the Law on

Client Update: Cambodia

2021 NOVEMBER

General Corporate Commercial

Consumer Protection. Transitional penalties may be imposed separately from those imposed arising from criminal liability.

If you have any queries on the above, please feel free to contact our team members below who will be happy to assist.

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