

Rwandan laws protecting the consumer

Main provisions in the laws on consumers' protection:

- The consumer is entitled to a guarantee on products bought (in particular durable products);
- He/she must be able to read the price on the product he/she wishes to buy;
- He/she must receive the invoice indicating the name and price of the product bought;
- It is forbidden for traders to sell a same product at different prices because of their preference of some customers;
- It is forbidden for traders to sell expired products or those with incomplete quantity;
- It is forbidden for traders to keep products in the store to sell them after prices increase;
- It is forbidden for traders to group together with a view of containing other traders to keep the monopoly and thereby fix prices as they please;

Whoever breaches these laws is punishable by a fine from twenty thousand (Rwf 20,000) to two million (2,000,000) Rwandan Francs. ADECOR's line of conduct is to act in all circumstances as a socially, ecologically and economically responsible stakeholder.

ADECOR is committed to accountable consumption, protection and respect of consumers' rights and interests. It defends their rights to security, information, the choice from various products, the taking into account of their voices, the making good of the wrongs caused to them, consumption-related education and a safe and sustainable environment.

It puts pressure on economic and political circles to reinforce the respect of these fundamental rights.

It objectively informs consumers by using any means of communication it deems appropriate such as radio, television or/and surveys.