



Consumer Protection in North Macedonia

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Introduction

A glance at the Consumer Protection in North Macedonia

- ▶ Macedonian Consumer protection developed gradually from socialist market supervision to a modern EU-oriented legal framework.
- ▶ The legal framework today is based on transparency, consumer rights, and market regulation.

EU Harmonization Process

- ▶ North Macedonia gradually aligned with EU consumer acquis.
- ▶ Reforms covered unfair commercial practices and distance contracts.
- ▶ Digital consumer rights and e-commerce regulations expanded.
- ▶ Alternative dispute resolution mechanisms were strengthened.

Fundamental Consumer Rights

- ▶ Right to safety and quality products.
- ▶ Right to information and transparency.
- ▶ Protection against unfair commercial practices.
- ▶ Right to repair, replacement, refund, and compensation.

Related areas

- ▶ Consumer law
- ▶ Competition law
- ▶ Financial market law
- ▶ Patients' rights
- ▶ Food safety
- ▶ Product safety
- ▶ Right to environmental protection
- ▶ Financial services
- ▶ Other areas

Recent Developments (**Key Provisions**)

- ▶ Additional transparency obligations for retailers.
- ▶ Online publication of prices introduced.
- ▶ Stronger market monitoring mechanisms.
- ▶ Further alignment with EU consumer standards.