

## **Regulation Articles 38 & 42 of E-commerce Law**

The board of ministers in its meeting dated 83/10/9 as proposed by the ministries of Commerce and Economic Affairs & Finance, Management and Planning Organization, and Central Bank of Islamic Republic of Iran letter subject no.1/18993 dated 1383/4/25 with reference to the item “a” of article 79 of E-Commerce law enacted in 1382, ratified the executive procedures of Articles 38 & 42 of the law as follows:

**Article 1:** In the following cases where goods and services are subject to particular terms, the consumer may not exercise the right of withdrawal as stated in the item “d” of article 38 of E-Commerce Law ;

- a) For the services if performance has begun, with consumer’s agreement before the end of the seven working day,
- b) The supply of services for delivering foodstuffs or other goods intended for everyday consumption,
- c) Goods or services the price of which is depended on fluctuations in the financial market which cannot be controlled by the supplier,
- d) Supply of goods made to the consumer’s specifications or clearly personalized or which by reason of their nature cannot be returned or are liable to deteriorate or expire rapidly,
- e) Audio or video recordings or computer software which were unsealed by the consumer and the internet cards which covers and passwords are opened,
- f) Newspapers, periodicals and magazines in accordance with the press law,

**Note-** Consumer and Producer Protection Organization is committed to prepare a list of the types of goods and services as mentioned in the item "c" of this Article and being to keep the information up-to-date and to inform the general public via Commercial Informatics Network, Informatics Center of the same organization and Formal Newspaper of Islamic Republic of Iran.

**Article 2:** The following financial services, the subject of item "a" of Article 42 of E-commerce Law, are excluded in the regulations of consumer protection:

- a) Investment services
- b) Insurance services
- c) Services of other finance and credit institutions