



Penalty

Herewith is the penalty on Label according to the Act as follows;

• Any person, who provide or promote labels which contain untruthful statements or have other statements which may include misunderstanding as to the material facts concerning such goods, shall be liable to imprisonment not exceeding six months or a fine not exceeding fifty thousand Baht, or both.

• Any person who sells the label-controlled goods without having labels displayed thereon or having labels incorrectly displayed thereon or sells goods bearing labels which the Committee on Labels has prohibited the use there of under section 33 and knows or ought to have known that the non-display of label or the display of such label is against the law, shall be liable to imprisonment not exceeding six months or fine not exceeding fifty thousand Baht, or to both.

• A business which is the manufacturer or importer for sale that does not prepare the label of such goods before the sale as prescribed by law, shall be liable to imprisonment for a term not exceeding one year or a fine not exceeding one hundred thousand Baht, or both.



Once the suffering or damage has been attributed to the enterprises, the complainant can file the complaint as follow:

Central (Bangkok)
Office of the Consumer Protection Board (OCPB)
Address: The Government Complex
Commemorating His Majesty the King
B Building 5 fl. Chaengwattana Rd.,
Laksi, Bangkok 10210
THAILAND

Local Area
Sub-Committee on the Provincial Consumer Protection at Provincial Hall, District Administration, Municipality Office, Sub-district Administrative Organization for the whole country



Alternatively, the consumers may receive a complaint form at any 7-11, fill out the complaint together with the evidences and submit to the OCPB by post with free of charge.

The consumer may file the complaint or receive more information through the internet.
Email: consumer@ocpb.go.th
or by the Online Complaint Service
www.ocpb.go.th

Hotline: 1166 

Consumer Protection for



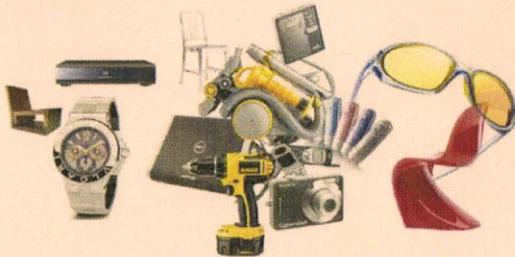


Consumer protection for label is ruled in order to protect the consumer's rights as provided by the Consumer Protection Act B.E. 2522 (1979).

It provided that the businessman shall be responsible for disclosing the material facts concerning for the goods by labeling before sale.

Label-controlled goods pursuant to Consumer Protection Act

The Committee on Label's announcement related to the label-controlled goods B.E. 2541 (1998) provided that the manufacturing goods for sale in accordance with factory law and imported goods for sale shall be controlled. They shall contain truthful statements and have no other statements which may include misunderstanding as to the material facts concerning such goods. Moreover, the label of the goods shall be made in Thai language. If one is made in foreign language, the Thai translation shall be attached thereto.



The label display

1. At the goods attached
2. If not, it shall be
 - Attached to any part of the goods, containers or package
 - Inserted or combined with goods, containers or package
 - Shown in the document or the manual
 - Attached and displayed as a sign to the goods, containers or package

Most important, the displayed label shall be clearly visible and readable.



Label-controlled goods

The label shall, at least, be indicated as follows;

1. The category of goods; In case of imported goods for sale, it shall provide the origin country
2. Manufacturer's name and mark registered for sale in Thailand
3. Distributor or importer's name and mark registered for sale in Thailand

4. Location and contact information of the manufacturer for sale, the distributor or the importer in details
5. Size, dimension, quantity, capacity or weight of the goods; the matrix shall be use in full or brief alternatively if it is well-known in the public
6. Method
7. Instruction or prohibition
8. Caution (if any)
9. Date of production or expiration or the period of use (if any)
10. Price in baht currency or other currency added alternatively

Any business which wishes to verify that their label is legal and in line with the Consumer Protection Act, may request, upon a 1,000 baht per item fee, clarification from the Committee of on Labels.

