

CONSUMER PROTECTION IN MAKING PURCHASES THROUGH THE ONLINE STORE

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Abstrak. Trading on the web exchanges done unite venders (business entertainers) and shoppers (purchasers). These exchanges happen by means of sites or locales, correspondence by email, or other web-based entertainment, and installments can be through the web, portable banking, or moves among banks and by means of the smaller than usual market that has been given. However, along with the development of people's buying patterns, it raises many problems including untrusted sellers starting from inappropriate products, and buyers do not get goods. The exploration approach technique, specialists utilize a regularizing research approach, since this examination utilizes an exploration idea, evaluative exploration structure, and prescriptive exploration. Since in this study we need to evaluate a legal guideline, particularly in regards to buyer security and electronic exchange regulations, this exploration likewise means to give counsel on what to do plans to get most extreme critical thinking, particularly about parts of the lawful connection between the client and the dealer and shopper legitimate security during the time spent trading exchanges on the web. Legitimate security for shoppers overall can be done at the time before the exchange (no contention/pre-buy), at the time the exchange happens, and after the exchange (struggle/post-buy). The legitimate assurance structure for buyers before web based business exchanges happen is found in Regulation Number 8 of 1999 concerning Shopper Security.

Keywords: Consumer Protection; Online Store; Consumer Protection Act.

INTRODUCTION

The development of the business world in Indonesia has entered the era of globalization so everyone wants to carry out their activities quickly and efficiently in various fields, one of which is in the economic sector. The economic sector of a country plays an important role in supporting the country's progress, therefore it is necessary to maximize and optimize all available resources, including procedures for transactions. The economic transactions referred to are generally through trade, both domestic and foreign trade (export-import). So far, trade has been carried out conventionally, the buyer comes to the seller's place and makes a direct sale and purchase transaction (Kariyawasam & Wigley, 2017).

The development of an increasingly developing era makes everyone want to transact other than conventionally, namely online. The rapid development in the world of technology has made it possible for everyone to make transactions online with all the conveniences, from shopping, transferring funds, cooperation agreements, and so on. The rapid technological advances that have resulted in the internet as a means of education, communication, and progress in many other fields have also influenced the economic sector. In the event that trading exchanges are typically completed customarily (purchasers come to the merchant's place and make trading exchanges straightforwardly), in this advanced time trading exchanges should be possible on the web. In its excursion, the improvement of data and correspondence innovation has likewise entered the area of

trade or business, where a deal (Business) is not generally done straightforwardly (Customary) however with the improvement of data and correspondence innovation, deals are completed utilizing internet providers and innovation. other hardware (Chawla & Kumar, 2022).

Changes are happening in each line of society's life, where the advancement of data innovation has made the world become borderless without limits and has made critical social change occur so rapidly.

The advancement of data and correspondence innovation has been felt, including Electronic Trade (Web based business), this is one of the effects of the improvement of data and correspondence innovation which has caused changes in the business world. Online business is a business movement including customers, producers, specialist organizations, and delegates utilizing PC organizations, in particular the web (Zulaeha, 2017).

Trading exchanges directed web-based done unite merchants (business entertainers) and shoppers (purchasers). These exchanges happen through sites or locales, correspondence by means of email, or other online entertainment, and installments can likewise be made by means of the web, versatile banking, or moves among banks and can likewise be through the smaller than expected market that has been given.

the utilization of data and correspondence innovation in web based trading exchanges is practically like the regular trading contract model did by Indonesian individuals, both trading contracts completed in view of the arrangement of the Common Code

(hereinafter condensed as the Crook Code) or as per the overall set of laws. custom (Barkatullah, 2019)v.

Things like what happened above immediately disrupt or harm consumer rights, especially those related to obtaining accurate, clear, and honest information about the goods offered. Simple cyber activities can be accessed easily, from anywhere, anytime. This is on the grounds that the space for development in doing its exercises is not generally restricted to the domain of a country. Losses that occur in electronic transactions can occur to both parties involved in the transaction and individuals who have never conducted electronic transactions. A common example of this is the theft of money from credit cards through online purchases. Since electronic information has not been fully and optimally integrated into the Indonesian procedural law system, and electronic information systems are potentially very vulnerable to alteration, intercepted, and falsified, and can be sent to various parts of the world quickly, a serious focus must be placed on evidence.

Guidelines in regards to trading exchanges led electronically or online The Public authority along with Individuals' Delegate Committee of the Republic of Indonesia (DPR RI) have directed this in Regulation no. 11 of 2008 concerning "Data and Electronic Exchanges" which was endorsed and placed into impact on April 21, 2008. Moreover, with respect to the arrangement of legitimate assurance gave to purchasers, the Public authority and Individuals' Delegate Gathering of the Republic of Indonesia (DPR RI) have likewise managed this in Regulation No. 8

of 1999 concerning "Buyer Security".

As well as safeguarding the privileges of shoppers, UUPK additionally gives rules to business entertainers in regards to their activities in promoting their items, where in Article 17 UUPK, business entertainers are not permitted to misdirect purchasers in regards to the quality, amount, materials, uses, and costs of merchandise or potentially administration rates as well as the practicality of getting products or potentially benefits, ensures/ensure, wrong data about products as well as administrations, as well as taking advantage of occasions and additionally individuals without the consent of the specialists or the endorsement of the individual concerned, abusing morals and arrangements of regulations and guidelines.

The commitment of a dealer or business entertainer to ensure the trust of his customers in each exchange made is directed in the UUPK, to be specific in Article 7 and Article 49 passage (1) of Unofficial law Number 82 of 2012 concerning Electronic Exchange Framework Administrators (hence shortened as PP PSTE), that's what in frame expresses, business entertainers offering items are expected to give total and right data connecting with the provisions of the agreement, makers, and the items offered, and it is likewise obligatory for business entertainers to give clear data about agreement offers or notices.

Moreover, on the off chance that the products got are not under what was guaranteed, Article 49 passage (3) PP PSTE explicitly directs ensures assuming there are covered up surrenders in merchandise

bought by shoppers.

The introduction of the Electronic Data and Exchange Regulation, which was subsequently condensed as UUTE and PP PSTE, which ought to have been the response to the issues that have been standing out in the realm of web based exchanging business has not been completely ready to answer every one of the current issues.

MATERIALS AND METHODS

In this research approach method, researchers use a normative research approach, because this research uses a concept (Rahmat, 2009). The exploration utilizes evaluative examination structure and prescriptive examination. Since in this study we need to survey a legal guideline, particularly in regards to shopper security and electronic exchange regulations, this exploration likewise means to give exhortation on what to do which expects to get greatest critical thinking, particularly about parts of legitimate relations among clients and dealers and buyer lawful security during the time spent trading exchanges on the web [6]. The information examination technique is utilized to analyze the issue of legitimate security for customers during the time spent trading on the web exchanges, in particular by utilizing information investigation strategies to choose information that produces engaging information, specifically information from hypothetical establishments, lawful ideas, and lawful precepts.

RESULTS AND DISCUSSION

Legal Protection Instruments for

Consumers

The way of life of the populace absolutely affects the advancement of online business in Indonesia. On the off chance that in the past they utilized strategies with customary shopping frameworks or met straightforwardly among purchasers and dealers, over the long run, trading utilizing regular techniques has now transformed into a trading framework by using the web or online devices, yet not any longer. everybody has utilized it.

The growth and development of information and communication technology certainly have negative impacts, as well as positive impacts that are beneficial to the development and expansion of the Indonesian economy. These problems in the business and economic world must then be resolved by using the laws and regulations that apply in Indonesia since this nation is a nation of regulations.

Legitimate security instruments for customers in an exchange are acknowledged in 2 (two) types of guideline, in particular legitimate insurance through a specific type of regulation (regulations, unofficial laws, and so on) which are general in nature for every individual who makes exchanges. furthermore, legitimate security in view of an extraordinary understanding made by the gatherings, as the substance/content of the understanding between the buyer and the maker, for example, arrangements with respect to pay, time span for recording claims, settlement of questions, etc [7].

Lawful subjects or all gatherings during the time spent trading exchanges

online are shoppers or clients (Maharani & Dzikra, 2021). with sellers or business actors (Nainggolan, 2021) Electronic exchanges bringing about legitimate activities between buyers/clients and dealers or potentially business entertainers through a web-based exchange process followed by lawful activities or arrangements, bringing about an understanding (Khairunnisa, 2019). The assertion "all" has the items in an explanation to "anybody" is permitted to concur in the structure and content of anything or about anything and the understanding will be restricting on all gatherings who make it like a regulation. Notwithstanding, the arrangement is made to satisfy what is expected in the legitimacy of the understanding as specified in Article 1320 of the Common Code: specifically the Understanding, Abilities, certain items, and halal causes (halal causes)."

Legitimate requirement in the field of internet business in safeguarding parties managing exchanges through the web has existed beginning around 2008 with the issuance of exceptional regulations and guidelines that control exchanges by means of the web, in particular Regulation Number 11 of 2008 concerning Data and Electronic Exchanges (UU ITE), in view of the thought that public improvement is a consistent cycle that must continuously be receptive to different elements that happen in the public eye (Fauzi & Koto, 2022).

Electronic exchanges that include homegrown gatherings and happen inside the ward of the Territory of Indonesia, it is easy to decide the legitimate principles that apply when an issue happens. Consequently the pertinent regulation (legitimate arrangements that can be

utilized) is Indonesian regulation, so that both the Burgelijk Wetboek (BW), the Customer Insurance Act, the Electronic Data and Exchange Regulation, and their subsidiaries can be applied to determine questions that will emerge later. In any case, for cross-line exchange exchanges that are not under the ward of the Territory of Indonesia, question goal will be completed by a discussion picked by the gatherings utilizing the law that has likewise been picked by the gatherings in the electronic agreement (Hotana, 2018).

The reason for the settlement of questions emerging in a country that isn't under the locale of the Territory of Indonesia, in Article 38 of Regulation no. 11 of 2008 concerning Data and Electronic Exchanges itself gives an arrangement that "Everybody can record a claim against a party that works an Electronic Framework or potentially utilizes Data Innovation which causes hurt".

As per this article, the general population can document a claim on a delegate premise against the party working the Electronic Framework as well as involving Data Innovation that outcomes in damage to society, by the arrangements of the Regulations and Guidelines. Furthermore, Article 39 UUIE explains that:

"Common claims are done by the arrangements of the Regulation. As well as settling common claims, the gatherings can likewise determine questions through mediation, or other elective debate goal establishments by the arrangements of the Regulations and Guidelines.

It is by the provisions in Article 23 UUPK which give institutions that have the authority to resolve problems that occur.

"Business entertainers who decline or potentially don't answer as well as don't conform to remuneration for buyer requests can be sued through a customer question goal office or submit to a shopper debate goal organization court at the purchaser's habitation."

Article 1243 BW for default and article 1365 BW for unlawful demonstrations. The event of a default claim obviously leaves from the presence of an authoritative legitimate relationship (understanding) between the gatherings, subsequently leading to lawful privileges and commitments for the gatherings concurring. Where the privileges and commitments here are appeared by what is alluded to as accomplishment (execution).

At the point when the exhibition isn't satisfied/not did/performed not as it ought to as per the understanding settled upon by the gatherings, what is called default (default) is conceived.

For instances of misfortune to purchasers in web based business exchanges in internet trading exchanges brought about by venders, in the event that an issue emerges and there is a reason for completing a claim, it would be more suitable in the event that it depended on a break of agreement and not an unlawful demonstration. Since it leaves from a deal and buy understanding between the vender and the purchaser, so that by alluding to the commitments of business entertainers in electronic agreements that have been disregarded and consequently make misfortunes shoppers.

Subsequently, in the electronic exchanges that we complete, we can utilize the instruments of UU ITE or potentially PP

PSTE as a legitimate reason for settling issues that can happen. Concerning insurance, Article 49 section (1) PP PSTE stresses that Business Entertainers offering items through the Electronic Framework should give total and right data in regards to contract terms, makers, and the items advertised. In the following passage, it is additionally accentuated that Business Entertainers are expected to give clear data in regards to contract offers or promotions.

Legal Protection Against Consumers Who Are Aggrieved in Online Buying and Selling Transactions

Regarding legal protection for consumers, the creators utilize the hypothesis of policing forward by Soerjono Soekanto (Sari et al., 2021). The reasons for this have an interrelated relationship with the period which is the embodiment and benchmark of the viability of policing, factors are regulations, regulation masters, offices or offices, society, and culture.

Directing customer privileges through regulation is important for its execution as a government assistance state on the grounds that the Preface to the 1945 Constitution which peruses "safeguard the whole country and Indonesia's slaughter, advance public government assistance" is all a political constitution likewise alluded to as a financial constitution. that is, it contains the possibility of a government assistance express that has developed and created because of the impact of communism since the nineteenth 100 years (Barkatullah, 2019).

Purchasers as gatherings in a web based trading exchange process have the freedoms controlled in Article 4 of the Buyer Security Act. The dealer with the

web-based framework has commitments as specified in Article 7 of the PK Regulation states (Budiono & Rahmawati, 2023).

Seeing a portion of the misfortunes experienced by buyers in lawful security exchanges for customers contained in the UUPK in regards to the freedoms that should be gotten by purchasers incorporate a few things, in particular: (Indayatun & Suryadi, 2022)

- a. Consumer privileges to right, clear and genuine data in regards to the circumstances and guarantees of products or potentially benefits.

The event of default, one of which is on the grounds that the option to right, clear and genuine data about a thing is frequently dismissed by business entertainers in the depiction of the merchandise they sell. As clients and clients of products as well as administrations, purchasers have a few rights and commitments. One of them is information about shopper privileges, where which intends to make customers basic and autonomous and ready to pick astutely and accurately what they pick.

- b. Consumer Right to Claim Compensation

Compensation for goods and/or services, about consumer protection, which in this case suffers losses due to goods and/or services received not by the agreement or not as it should be, then the seller or marketplace is obliged to provide a replacement/refund of the product and is responsible for providing compensation or damage by what has been regulated in Article 19 UUPK.

- c. Consumers' More right than wrong to Report Concerns

Objections about issues connected with misfortunes experienced by buyers are contained in Article 4 of the UUPK which manages the privileges of shoppers, one of which is the option to acquire support, security, and endeavors to appropriately determine questions. This right is obviously planned to reestablish the state of shoppers who have been hurt utilizing the item, through prosecution and non-case.

- d. Resolving Shopper Questions

Settlement of customer debates managed in the UUPK and UU ITE have controlled this matter, the decision of question goal both in court and outside the court is the right of buyers to pick it, the reason for races in purchaser debate goal is Article 45 passage 1 UUPK, where it is expressed that: "Each shopper who is hurt can sue business entertainers through an establishment entrusted with settling questions among purchasers and business entertainers or through a court that is inside the general court climate".

- e. The right to get customer training

The option to get purchaser training is expected with the goal that customers obtain the important information and abilities to keep away from misfortunes coming about because of the utilization of items, and to be more basic and careful in picking the items they will purchase.

The security given to customers in web based trading online business exchanges with the introduction of the ITE Regulation can be isolated into 4 (four), namely:

- a. There is the management of business entertainers, including clearness of character, and should have official
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consent from the approved authority. Article 9 of Regulation Number 11 of 2008.

- b. Protection of shoppers' information so they are not abused in light of the fact that purchasers are frequently expected to give total data about their character prior to beginning an exchange. Article 26 of Regulation Number 11 of 2008.
- c. Provision of clear and right data in regards to items (merchandise or potentially benefits), this is a purchaser right that is obliged by Article 9 of Regulation Number 11 of 2008.
- d. Provision of clear and complete data in regards to exchange components and matters connecting with exchanges.

The security given to shoppers in trading on the web, Article 49 passage (1) that's what PP PSTE underscores in the event that the merchant or business entertainer offers an item as labor and products through an electronic cycle, he should give right and complete data about the maker, the conditions of an agreement. furthermore, items or advertised.

Web based business exchanges are exchanging or trading brought out through web media. Internet business exchanges have one of the qualities or specificities that purchasers and venders or potentially business entertainers don't have to meet up close and personal in trading exchanges. The types of online business exchanges that can be done by people in general are separated into 4 (four), to be specific, Business to Business (B2B), Business to Buyer (B2C), Shopper to Purchaser (C2C), and Business to Client (B2C). As a general rule, there are 4 (four) stages in managing

online business exchanges, specifically as follows:

- a. Choose goods or products. At this stage, consumers can choose what goods or products they want in several ways. First, through the search field, consumers only need to enter keywords for the desired goods, for example, clothes, chairs, and sports equipment. Second, through the browse menu which presents the types of goods provided by sellers and/or business actors.
 - b. Check detailed information on goods or products. After selecting the desired item, consumers can learn more clearly the information available about the item or product, for example the price of the item or product, complete specifications regarding the item or product the rating given by other consumers regarding the item or product. If the goods or products to be purchased are by the wishes of the consumer, then the consumer can mark the goods or products and put them in the shopping basket then the consumer can choose other goods or products that he wants to buy.
 - c. Check-out process. At this stage, consumers will be asked to make payments so that the goods can be delivered immediately by sellers and/or business actors. Consumers will be given approximately 2-7 days to process the payment. 4. Delivery. At this stage, the seller and/or business actor will send a purchase confirmation e-mail and another e-mail that will notify the delivery of goods after the seller and/or business actor receive
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payment and confirmation of settlement from the consumer. Several online stores also provide features so that consumers can check the status of their orders (this feature is usually only available on seller and/or business actors' websites).

Legitimate security for buyers overall can be completed at the time before the exchange (no contention/pre-buy), at the time the exchange happens, and after the exchange (struggle/post-buy).

The form of legal protection for consumers before e-commerce transactions occur is seen from Law Number 8 of 1999 concerning Consumer Protection, namely:

- a. Article 4 of Regulation Number 8 of 1999 concerning Buyer Insurance which directs customer freedoms, to be specific: 1) The option to pick products as well as administrations; 2) Right to right, clear and genuine data in regards to the circumstances and certifications of merchandise or potentially benefits.
- b. Article 7 of Regulation Number 8 of 1999 concerning Customer Assurance which manages the commitments of business entertainers for this situation Online Retailer Suppliers, in particular: 1) Have entirely honest intentions in completing their business exercises; 2) Give valid, clear and legitimate data in regards to the circumstances and guarantees of products and additionally benefits and give clarifications on use, fix and upkeep.
- c. At the hour of the exchange Legitimate assurance for buyers that can be completed at the time the exchange

should be visible in the:

- 1) Law Number 8 of 1999 concerning Purchaser Security Article 4 which directs shopper freedoms, to be specific:
 - 2) The option to be dealt with or served appropriately and truly and not unfair.
 - 3) Law Number 8 of 1999 concerning Purchaser Security Article 7 which directs the commitments of business entertainers, specifically: 1) To treat or serve shoppers appropriately and truly and not prejudicial.
 - 4) Article 18 of Regulation Number 8 of 1999 concerning Purchaser Security which directs arrangements for the consideration of standard provisos that are precluded for business entertainers for this situation Online Retailer Suppliers, to be specific: 1) Online Retailer Suppliers are restricted from expressing that Web-based Retailer Suppliers reserve the privilege to decline entries return products bought by buyers ("things that have been bought can't be returned"). The customer has the privilege to return the merchandise that have been bought to the Web-based Retailer Supplier on the off chance that incidentally, the products don't match what the shopper requested. 2) Online Retailer Suppliers are denied from expressing that Web-based Retailer Suppliers reserve the privilege to deny the arrival of cash paid for merchandise and additionally benefits bought by shoppers. In Article 7 which controls the commitments of business entertainers, for this situation the Web-based Retailer Supplier, one of
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their commitments is to give remuneration as well as pay for misfortunes endured by purchasers.

- d. After the exchange, lawful security for buyers after the exchange (struggle/post-buy) should be visible in:
- a. Regulation Number 8 of 1999 concerning Purchaser Insurance Article 4 which manages customer privileges, to be specific:
 - 1) The right to solace, security, and wellbeing in consuming merchandise and additionally benefits;
 - 2) The right to get products and additionally benefits by the swapping scale and the circumstances and assurances guaranteed;
 - 3) The right to have their viewpoints and grievances caught wind of the products as well as administrations utilized;
 - 4) The right to get legitimate backing, assurance, and endeavors to determine purchaser insurance debates;
 - 5) The right to get pay, pay, as well as repayment, if the products and additionally benefits got are not by the arrangement or not as they ought to be.

Article 7 of Regulation Number 8 of 1999 concerning Customer Assurance controls the commitments of business entertainers, specifically: 1) Giving certifications as well as certifications for products made and additionally exchanged; 2) Giving remuneration, pay or potentially repayment for misfortunes coming about because of the utilization, use, and usage of exchanged merchandise or potentially benefits; 3) Give pay, pay or

potentially repayment if the merchandise or potentially benefits got or utilized are not by the arrangement. c. Regulation Number 8 of 1999 concerning Customer Security Article 45 which manages legitimate solutions for question goal that happen among shoppers and business entertainers, in particular lawful endeavors through the Locale Court (PN) or outside the Court by the Buyer Debate Settlement Office (BPSK) in view of the decision of the gatherings to the question. The fact of the matter is that assuming after a deal and buy exchange happens between the shopper and the Internet based Retailer Supplier a question emerges, then, at that point, the type of legitimate insurance for customers is the purchaser's on the right track to get appropriate backing, security, and endeavors to determine buyer security debates. It tends to be found in Article 45 of Regulation Number 8 of 1999 concerning Customer Security which controls question goal.

Legal Responsibilities of Online Retailer Providers in ECommerce Transactions based on Law Number 8 of 1999 concerning Consumer Protection

The legitimate liability is contained in Regulation Number 8 of 1999 concerning Buyer Security. Obligation on a fundamental level is essential for the idea of lawful commitments where the legitimate relationship that happens between the supplier of products as well as administrations and the purchaser party eventually bring forth freedoms and commitments. fundamental the production of an obligation.

Next, talk about the Online Retailer Provider, based on how it works, the Online

Retailer Provider can be defined as a party that acts as a seller that offers its products in e-commerce transactions through internet media. Then by alluding to the arrangements of the meaning of business entertainers recorded in Regulation Number 8 of 1999 concerning Buyer Security, in particular "each individual or business element, regardless of whether as a legitimate substance a lawful element that is laid out and domiciled or completing exercises inside the ward of the country The Republic of Indonesia, either exclusively or mutually through arrangements to do business exercises in different monetary fields", the Web-based Retailer Supplier in light of Regulation Number 8 of 1999 concerning Shopper Security is sorted as a business entertainer.

The responsibility of sellers and/or business actors towards consumers in buying and selling via the internet is specifically tied to 2 (two) types of accountabilities, namely as follows:

- a. Contractual obligation (authoritative risk) is respectful responsibility in light of arrangements/contracts from business entertainers (the two labor and products) for misfortunes endured by shoppers. There is an arrangement or agreement (direct connection) between the vender as well as business entertainer and the purchaser in authoritative responsibility, for this situation, a web based trading understanding. Identification of sellers and/or business actors, as well as buyers, is an essential factor in determining contractual responsibilities arising from online agreements because electronic

transactions between sellers and/or business actors and buyers do not meet each other. The seller and/or business actor must provide clear information about the goods and other information so that if an error occurs in the data/information it is the responsibility of the seller and/or the business actor himself. Electronic arrangements or agreements are additionally directed in Regulation Number 11 of 2008 concerning Data and Electronic Exchanges, remembering for the illustrative section which characterizes electronic agreements, in particular arrangements between parties made through an electronic framework. Article 18 of Regulation Number 11 of 2008 concerning Data and Electronic Exchanges expresses that electronic exchanges contained in electronic agreements are restricting on the gatherings. With the institution of Regulation Number 11 of 2008 concerning Electronic Data and Exchanges, the place of electronic agreements turns out to be clear, or at least, they are equivalent to normal agreements.

- b. Product risk is irrefutably the common obligation (severe responsibility) of business entertainers for misfortunes endured by shoppers because of utilizing the items they produce. Item Risk is a lawful obligation from an individual or element that delivers an item (maker, producer) or from an individual or substance participated in a cycle to create an item (processor, constructing agent) or from an
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individual or substance that sells or disperses (vender, wholesaler) of the item. The rule of outright liability in shopper security regulation is by and large used to "trap" business entertainers, especially merchandise makers, who market their items to the weakness of customers. The arrangement is contained in Regulation Number 8 of 1999 concerning Shopper Security Article 19 section (1) which expresses that business entertainers are liable for giving pay to harm, contamination, as well as customer misfortunes because of consuming products and additionally benefits created or exchanged.

CONCLUSIONS

Lawful angles that happen between business entertainers or item bidders as labor and products with shoppers or dealers in exchanges through electronic media, specifically the limit as gatherings or legitimate subjects in trading, in particular comprising of purchasers/clients and merchants. The lawful relationship that happens in web based trading emerges on the grounds that it is a sign of the rule of opportunity of agreement (free enterprise), in particular an understanding restricting on the gatherings (pacta sunt servanda). Assuming that the item gotten by the purchaser/client doesn't match the item portrayal or the picture on the web-based store promotion (as a type of the proposition), it very well may be presumed that the shopper or the purchaser can document a claim both legitimately and commonly against the business

entertainer/merchant in light of demonstrations of default or acts illegal (1365 Crook Code) for internet trading exchanges that buyers/clients do with venders. The merchant can likewise document criminal allegations in view of Article 62 of Regulation Number 8 of 1999, Article 378 of the Lawbreaker Code, and Article 28 section (1) Jo. Article 45 section (1) Number 11 of 2008 concerning "Data and Electronic Exchanges. Lawful assurance for shoppers overall can be done at the time before the exchange (no contention/pre-buy), at the time the exchange happens, and after the exchange (struggle/post-buy). The type of legitimate assurance for buyers before online business exchanges happen is found in Regulation Number 8 of 1999 concerning Purchaser Security. Article 4 directs purchaser freedoms, to be specific: 1) The option to solace, security, and wellbeing in consuming merchandise and additionally benefits; 2) The option to get products or potentially benefits by the swapping scale and the circumstances and certifications guaranteed; 3) The option to have their perspectives and objections caught wind of the merchandise or potentially benefits utilized; 4) The option to acquire legitimate promotion, insurance, and endeavors to determine shopper security debates; 5) The option to get remuneration, pay or potentially repayment, if the merchandise or potentially benefits got are not by the understanding or not as they ought to be.

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