

Regulations on Consumer Dispute Resolution

KFTC Notification No. 2011-10

(Only the Korean version is authentic)

Korea Fair Trade Commission

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Regulations on Consumer Dispute Resolution

Enactment	1985.12.31 EPB ¹⁾ Notification No.85-7
Revisions	14 July 1989 EPB Notification No.89-4
	25 March 1993 EPB Notification No.93-2
	16 July 1994 EPB Notification No.94-4
	1 April 1996 MOFE ²⁾ Notification No.96-3
	13 March 1999 MOFE Notification No.99-7
	19 July 1999 MOFE Notification No.99-17
	4 December 2000 MOFE Notification No.2000-21
	4 December 2001 MOFE Notification No.2001-22
	31 December 2002 MOFE Notification No.2002-23
	1 August 2003 MOFE Notification No.2003-18
	1 November 2004 MOFE Notification No.2004-19
	1 October 2005 MOFE Notification No.2005-21
	16 October 2006 MOFE Notification No.2006-36
	17 October 2007 MOFE Notification No.2007-54
	29 February 2008 KFTC ³⁾ Notification No.2008-3
	16 January 2009 KFTC Notification No.2009-1
	21 August 2009 KFTC Notification No.2009-48
	29 January 2010 KFTC Notification No.2010-1
	December 28 2011 KFTC Notification No.2011-10

Article 1 (Purpose) The purpose of this Regulations on Consumer Dispute Resolution is to provide specific criteria for compensation agreements or recommendations so as to smoothly settle disputes between a consumer and a business (hereinafter referred to as the “parties to a dispute”) by stipulating regulations on consumer dispute resolution by product item according to the General Regulations on Consumer Dispute Resolution as per Article 16(2) of the Framework Act on Consumers and Article 8(3) of the Enforcement Decree of the same Act.

Article 2 (Request for Damage Redress) If the parties to a dispute fail to reach an agreement, they may seek redress for damage from the heads of the central administrative agencies, mayors or governors, the president of the Korea Consumer

1) Economic Planning Board, currently known as the Ministry of Strategy and Finance

2) Ministry of Finance and Economy, currently known as the Ministry of Strategy and Finance

3) Korea Fair Trade Commission

Agency or consumer organizations.

Article 3 (Product Item & Regulations on Consumer Dispute Resolution) Targeted product items, regulations on dispute resolution by product item, warranty period & parts replenishment period by product item, and useful period by product item set forth in this Notification are specified in Appendix I, Appendix II, Appendix III and Appendix IV, respectively.

Addendum

This Regulations shall be effective and valid from December 28, 2011.

Appendix I

Targeted Product Items

<Appendix I >

Targeted Product Items

no.	Type of Industry	Product Description	Product Items	page
1	Installation of Home Appliances	◦Installation of Home Appliances		23
2	Matchmaking Service	◦Matchmaking Service		24
3	Wedding Planning Service	◦Wedding Planning Service		25
4	International Matchmaking Service	◦International Matchmaking Service		26
5	Security Service	◦Security Service		27
6	National Examination Preparation Centers	◦National Examination Preparation Centers		29
7	Golf Courses	◦Golf Courses		30
8	Public Service	◦Electricity ◦Telephone ◦Gas		31 32 33
9	Industrial Goods	◦Home Appliances	TV, VTR, refrigerator, washing machine, fan, air conditioner, radio, recorder, record player, microwave, electric rice cooker/warmer, electric iron, electric kettle, electric mattress pad, electric blanket, electric cleaner, electric heater, electric frying pan, humidifier, headphone, electric shaver, dish washer & dryer, hair dryer, electric oven, electric healing medicine maker, electric pot, electric toaster, ventilator, curling iron, electric	34

no.	Type of Industry	Product Description	Product Items	page
			blender, briquet gas ejector, electric pump, juice extractor, mini voltage regulator, electric dehydrator, fluorescent lighting, electric desk lamp, electric door hanger, door phone, electric steamer, water thermos, electric stove, electric cooking instruments, electric water heater, heating cabinet, air blower, air purifier, electric leakage sensor, water sprinkler, water cooler, ice machine, anti-theft alarm system, ice shaver, chime/bell ringer, game player, oil heater, antennae, water purifier, water heater, bidet, soft water purifier, DVD player, MP3 player, voice-pen, hand blender, electric skillet, food steamer, halo plate, etc.	
		◦Office Machines	copying machine, typewriter, facsimile, cash register, PC & peripherals, word processor, calculator, cabinet, filing cabinet, bookbinding equipment, mimeograph, computer supplies (ROM pack, diskettes), beam projector, PDA, etc.	34
		◦Telecommunications Equipment	corded/cordless phone, interphone, car phone, cellular phone, pager (beeper), video phone, long-distance automatic	34

no.	Type of Industry	Product Description	Product Items	page
			dialing controller, other types of telephones, telephone adapter, fixed switchboard & auxiliary device, multi-data system (2.048Mbps or under, except for those used by telecommunications companies), video fax, teletax, telewriter, credit card reader, other terminals and auxiliary devices for communications purposes, signal converter (modem, data service device, pad), circuit access device (subscriber protector, access plate, termination plate, telephone connector), transmission system for cable TVs, other telecommunications equipment, etc.	
		◦Watches	wrist watch, wall clock & table clock, etc.	34
		◦Sewing Machines	sewing machines for household & industrial purposes, etc.	34
		◦Optical Goods	camera, video camera, camera parts, telescope, microscope, etc.	34
		◦Children's Goods	stroller, tricycle, baby walker, toys & dolls, water toys, swimming goggles, children's swing, roller skates, assembling toy, learning materials, science materials, etc.	34
		◦Light Bulbs	fluorescent light bulbs &	38

no.	Type of Industry	Product Description	Product Items	page
			incandescent lamps, etc.	
		◦Furniture	closets (wardrobe, display cupboard, bookshelf, etc.), dining table, bed, sofa, cabinet, desk, stationery chest, dressing table, etc.	39
		◦Smartphones		43
		◦Electronic Cigarette		45
		◦Automobile	passenger cars, mini trucks, mini vans	46
		◦Motorcycle	motorcycle	51
		◦Bicycle	bicycle	52
		◦Boiler	oil/electric/briquet/gas/solar powered boiler, etc	53
		◦Agricultural Machinery	cultivator & auxiliary machinery, agricultural tractor & auxiliary machinery, farm master & auxiliary machinery, agricultural engine, agricultural motor, rice transplanter, sowing machine, field sprayer, fertilizer distributing machine, harvesting machine, agricultural dryer, rice milling machine, cutter, etc.	55
		◦Fishery Machinery	fishing device (diesel engine, fish finder), life raft, power generator, desiccator, freezer, compass, electric thermometer, electric condenser, motors, pumps, etc.	55
		◦Agricultural Material	agricultural hose, agricultural vinyl, vinyl pot, PVC-pipe for	56

no.	Type of Industry	Product Description	Product Items	page
			green houses, plastic nursery, grain mesh dryer, etc.	
		◦Fishing Gear	fish net, long line, popes, corks, needles, fishing rods, life vest, fish-luring light (lamp, ballast stabilizer), ship lamp, etc.	56
		◦Livestock Material	milking machine, calf feeder, feed mixer, cage, water supplier, etc.	56
		◦Construction Material	<p>windows & doors (sash, wood, door check, door lock, floor hinge, etc.)</p> <p>wood (veneer, floor board, parquet block, parquet flooring, synthetic wood, laminated timber, etc.)</p> <p>paint (water/oil paint, varnish, enamel paint, spray paint, etc.)</p> <p>civil engineering & cement (blocks, bricks and roofing tiles)</p> <p>tiles (for outdoor/indoor/floor & mosaic)</p> <p>sanitation equipment (bathtub, toilet, washbowl, etc.)</p> <p>assembly products (concrete/ steel/ wood member)</p>	57
		◦Kitchenware	<p>sink, gas oven/range & portable gas stove, thermos, dishware set, aluminum/ stainless/ enamel dishware & pots, spoon set, dishes, glass & crystal dishware, frying pan, kettle, food steamer, pressure cooker, Kimchi</p>	61

no.	Type of Industry	Product Description	Product Items	page
			container, rice container, food waste disposer, gas container & auxiliary equipment for household uses, porcelain kitchenware, tableware, etc.	63
		◦Stationery	notebook, fountain pen, crayon, water /oil colors, pencil, ballpoint pen, pencil case, school bag, sharp pencil lead, sharp pencil, sketch book, photo album, etc.	
		◦Clothing & Garments	ready-made/tailor-made clothing, underwear, neck tie, dress shirt, curtain, handicraft, bedding, carpet, sweater, Hanbok, muffler, blanket, leather goods, etc.	64
		◦Umbrellas	umbrellas, parasols, etc.	66
		◦Shoes	sneakers, rubber shoes, leather shoes, hiking boots, etc.	67
		◦Leather Goods	leather belt, leather goods, etc.	68
		◦Musical Instruments	piano, organ, guitar, violin, etc.	69
		◦Tires	tires for automobiles/ motorcycles/ bicycles, etc.	70
		◦Briquettes		72
		◦Bags	leather bag, fabric bag, bag made of synthetic fiber, etc. (school bags are categorized under stationery)	73
		◦Sanitary Goods	disposable diaper, wet tissue, napkin, toilet paper, etc.	73
		◦Wigs		74
10	Performance	◦Performance		76

no.	Type of Industry	Product Description	Product Items	page
	Industry	Industry (movie and video showing excluded)		
		◦Movie Showing		78
11	Agriculture, Fishery & Livestock Products	◦Eggs	eggs laid by hens, quails, etc.	79
		◦Meat	beef, pork & chicken, etc.	79
		◦Grains	rice, barley, beans, millet, kaoliang, red beans, wheat, sesame, peanuts, etc.	79
		◦Fruits	pears, apples, peaches, tomatoes, watermelons, oriental melons, grapes, persimmons, bananas, pineapples	79
		◦Vegetables	radishes, chinese cabbages, carrots, cucumbers, egg plants, green onions, garlic, tangerines, plums, jujubes, cabbages, onions, peppers, pumpkins, lettuces, spinaches, etc.	79
		◦Fishery Products	fish, clams, seaweeds, dried fish, etc.	79
		◦Animal Feed	livestock feed, special animal feed, etc.	79
		◦Seeds, etc.	vegetable seeds, flower seeds, sapling, mushroom spore, etc.	80
12	Chauffeur Service	◦Chauffeur Service		82
13	Cultural Goods & Others	◦Jewelry ◦Gemstone	rings/ necklaces/ earrings/ bracelets made of gold, white gold, silver or gemstone (including gold/ white gold/ silver-plated or coated ones)	83
		◦Accessories	rings, necklaces, earrings, bracelets and other accessories	83

no.	Type of Industry	Product Description	Product Items	page
			(not made of gold or gem)	
		◦Books ◦Records	books, records, cassette tapes video tapes, study handbooks and other study materials, etc.	84
		◦Sports Equipment ◦Leisure Equipment	camping & hiking stove kit, portable pots and pans for camping, tent, exercise gear, rackets, fishing gear, fitness equipment, ski equipment, golf equipment, etc.	87
14	Beauty Care	◦Skin Care ◦Hair Care		89
15	Real Estate Brokerage	◦Real Estate Brokerage	real estate brokerage business	91
16	Photography & Photo Developing Industry	◦Photography & Photo Developing Industry	photo developing, photographing using cameras and camcorders	92
17	Maternity Care Centers	◦Maternity Care Centers		95
18	Funeral Service	◦Funeral Service		97
19	Merchandise Coupons & Gift Certificates	◦Merchandise Coupons & Gift Certificates	merchandise coupons & gift certificates	103
20	Laundry & Dry Cleaning	◦Laundry & Dry Cleaning	laundry & dry cleaning services	105
21	Social Commerce Service	◦Social Commerce Service		110
22	Accommodation Service	◦Accommodation Service	hotels, motels, pensions, boarding houses, resorts	112
23	Food & Beverage	◦Soft Drinks	coke, cider, Fanta, yogurt, soy bean milk, nectar drink, juice, drinks, barley water, etc.	116
		◦Confectioneries	chocolate, dried fruit, biscuit, rice snack, chips, gum, caramel,	116

no.	Type of Industry	Product Description	Product Items	page
			jawbreaker, etc.	
		◦Frozen Snacks	ice cream, ice & other frozen desserts, etc.	116
		◦Dairy Products	milk, powdered milk, condensed milk, fermented milk, butter, cheese, baby formula, etc.	116
		◦Canned Goods	canned fruit/ seafood/ meat	116
		◦Pastries	bread, pie, Korean rice cake, glutinous rice cake, sponge cake, etc.	116
		◦Sugar & Flour	sugar, molasses, flour, soy bean powder, starch, etc.	116
		◦Edible Oil	sesame oil, soy bean oil, corn oil, peanut oil, rapeseed oil, shortening, cotton seed oil, palm oil, margarine, etc.	116
		◦Processed Meat Products	ham, sausage, bacon, fish meat paste, etc.	116
		◦Seasoning	mayonnaise, ketchup, curry, chemical seasoning, vinegar, salt, hot pepper powder, pepper, mustard, etc.	116
		◦Sauce	soy bean paste, hot pepper paste, soy sauce, chunjang, etc.	116
		◦Coffee & Tea	coffee, black tea, Job's tears tea, green tea, jujube tea, gugija tea, arrowroot tea, ginger tea, cinnamon tea, etc.	116
		◦Noodles	noodles, Raemyeon (Korean instant noodle), cellophane noodles, cold noodles, instant noodles, etc.	116
		◦Nutritious Food	ginseng, honey, medicinal broth strained from dog meat, oak	116

no.	Type of Industry	Product Description	Product Items	page
			mushroom, aloe, pollen, etc.	116
		◦Alcohol & Liquor	unrefined rice wine, Soju, refined rice wine, beer, fruit wine, liquor, etc.	
		◦Lunch Package	lunch packs	116
		◦Side Dish	tofu, soft bean curd, jelly, pickled radish, Kimchi, salted seafood, etc.	116
		◦Frozen Food	hamburger, pork cutlet, shrimp, dumpling, etc.	116
		◦Drinking Water	bottled water	116
24	Credit Card Industry	◦Credit Card Industry		117
25	Pet Selling Industry	◦Pet Selling Companies	limited to dogs and cats	120
26	Language Training Business	◦Overseas Language Training Program Agencies	language camps, etc.	121
		◦Overseas Language Training Program (including agency business)		122
27	Travel Industry	◦Domestic Travel		124
		◦Overseas Travel		129
28	Wedding Ceremony Service	◦Wedding Halls	wedding ceremony service	131
29	Online Game Service	◦Online Game Service		133
30	Transportation Service	◦Rental Buses ◦Special Passenger Vehicles	domestic passenger, int'l passenger	135
		◦General Commercial Vehicles		136

no.	Type of Industry	Product Description	Product Items	page
		◦Individual Commercial Vehicles		
		◦Delivery Vehicles		
		◦Intercity Buses		137
		◦Passenger Trains		139
		◦Cargo Trains		141
		◦Air Transportation (Domestic Flights)		142
		◦Air Transportation (Int'l Flights)		145
		◦Maritime Transportation (Domestic Passenger Ships)		149
31	Overseas Study Program Agencies	◦Overseas Study Program Agencies	overseas study program agencies	151
32	Food Service Business	◦Food Service Business	banquet facilities and services to celebrate 1st/60th anniversary and other celebrations	152
33	Satellite & Cable Broadcasting	◦Satellite Broadcasting ◦Cable Broadcasting		153
34	Medical & Chemical Products	◦Medical Products	medicine for circulatory/respiratory/digestive problems, vitamins, nutritional supplements, antibiotics, hormone drugs, surgical medicine, Korean oriental medicine, animal medicine, etc.	156

no.	Type of Industry	Product Description	Product Items	page
		◦Non-medical products	sanitary pad, tooth paste, Eundan, pesticide for household use, disinfectant for external use, bandage, gauze, mask and other non-medical products prescribed in Article 2(7) of the Pharmaceutical Affairs Act	156
		◦Medical Equipment	eyesight protection glasses, contact lenses, ionizer (ion water machine), wheelchair, hearing aid, artificial leg, blood pressure gauge, magnetic mattress, bidet, massager, etc.	157
		◦Cosmetics	shampoo, conditioner, cream, lotion, lipstick, manicure, pomade, perfume, makeup foundation, mascara, etc.	159
		◦Soap and Synthetic Detergents	washing soap, cosmetic soap, antiseptic soap, liquid soap, powdered detergent, etc.	160
		◦Plastic Products	plasticware for household use, foil, plastic wrap, linoleum, etc.	160
		◦Fertilizer	nitrogen fertilizer, phosphate fertilizer, kali fertilizer, composite fertilizer, special ingredient fertilizer, etc.	161
		◦Agricultural Chemicals	bactericide, pesticide, herbicide, etc.	161
		◦Rubber Gloves	rubber gloves for household, industrial & medical use	162
		◦Batteries	alkaline & manganese battery, etc.	162
35	Healthcare Industry	◦Dental Implant		163
		◦Plastic Surgery		164

no.	Type of Industry	Product Description	Product Items	page
		◦Dermatologic Therapy and Treatment		166
36	Mobile Telecommunications Service	◦Mobile Telecommunications Service	pager (beeper) & mobile telephone	167
37	Migration Agency	◦Migration Agency		169
38	Move Trucking Business	◦Move Trucking/ Shipping Agents & Companies	general commercial vehicle service, individual commercial vehicle service, delivery vehicle service, trucking/shipping agent business	171
39	Online Shopping Industry	◦Online Shopping Industry		173
40	Online Content Service	◦Online Content Service	online education service, online information service	174
41	Automobile Towing Service	◦Automobile Towing Service	automobile towing service	177
42	Car Rental Service	◦Car Rental Service	car rental service	178
43	Driving School	◦Driving School		180
44	Automobile Repair Service	◦Automobile Repair Service	premium automobile repair service, secondary automobile repair service, convenient repair service, etc.	182
45	Issuance of Electronic Payment Means	◦Issuance of Electronic Payment Means	electronic cash, prepaid electronic payments means	184
46	Rental Service for Water Purifier, etc.	◦Rental Service for Water Purifier, etc.	water purifier, air cleaner, bidet, etc.	185
47	Parking Lot Business	◦Parking Lot Business		189

no.	Type of Industry	Product Description	Product Items	page
		◦Valet Parking Services		
48	Housing Construction	◦Housing Construction	detached house, multi-family housing, townhouse, apartment building	190
49	Used Home Appliance Sales	◦Used Home Appliance Sales	TV, refrigerator, washing machine, computers and peripherals	191
50	Used Car Sales	◦Used Car Sales	used car sales	192
51	Windows & Doors Construction	◦Windows & Doors Construction		194
52	Cleaning Services	◦Cleaning Services		196
53	Sports Facilities, Leisure & Discount Membership Services	◦Sports Facilities	swimming pool, fitness center, tennis court, public sports facilities, golf practice range, bowling alley, aerobics center, yoga center, etc.	200
		◦Leisure Services	event planning service, weekend farming, movie-ticket reservation service, etc.	200
		◦Discount Membership Services	discount membership services	200
54	High-Speed Internet Service	◦High-Speed Internet Service		203
55	Bundled Communication Products	◦Bundled Communication Products		206
56	Door-to-Door Delivery & 'Quick Service'	◦Door-to-Door Delivery ◦'Quick Service'		207
57	Public Academic	◦Public Academic	liberal arts & science,	209

no.	Type of Industry	Product Description	Product Items	page
	Institutes & Lifelong Learning Centers	Institutes	engineering, art, home economics, business affairs, reading, etc.	209
		◦Lifelong Learning Centers		
58	Resort & Condominium Service	◦Resort & Condominium Service		211

Appendix II

Regulations on Consumer Dispute Resolution by Product Item

<Appendix II>

Regulations on Consumer Dispute Resolution by Product Item

1. Installation of Home Appliances (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Defects occur to the product due to mishaps in installation	- Refund installation costs and compensate for damage caused to the product	Warranty period for installation shall be one year.

2. Matchmaking Service (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled or terminated due to the business' fault</p> <ul style="list-style-type: none"> - After contracting but before receiving the service (arranged dates) - After receiving one arranged date. 	<ul style="list-style-type: none"> - Refund membership fee and pay 20% of the fee as compensation - Refund membership fee×(remaining number of arranged dates/total number of arranged dates promised) plus 20% of the membership fee 	<p>One party to the contract is 'at-fault' if he/she, either accidentally or intentionally, provides the other party with false information about undisputed facts (such as marital status, occupation, educational background and medical history).</p>
<p>2) Contract cancelled or terminated due to a consumer's fault</p> <ul style="list-style-type: none"> - After contracting but before receiving the service (arranged dates) - After receiving one arranged date. 	<ul style="list-style-type: none"> - Refund 80% of the membership fee - Refund 80% of the membership fee×(remaining number of arranged dates/total number of arranged dates promised) 	

3. Wedding Planning Service (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled or terminated; and damage caused due to the business' fault</p> <ul style="list-style-type: none"> - Before receiving the planning service - After starting to receive the planning service <p>2) Contract terminated due to a consumer's fault</p> <ul style="list-style-type: none"> - Before receiving the planning service - After starting to receive the planning service 	<ul style="list-style-type: none"> - Contract cancellation (full refund) - Damage compensation - Refund after deducting 10% of the total service charge - Refund after deducting costs for already produced goods and 10% of the remaining balance 	

4. International Matchmaking Service (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Early termination of the contract ① Due to the business' fault	- Damage compensation; or if requested by the consumer, the business shall perform the contract again without incurring additional costs	
② Due to the circumstances on a consumer's part		
- After contracting but before an international matchmaking event is scheduled	- Consumers bear 10% of the commission out of the total costs	In case the business has already received payments from a consumer, he/she shall return the consumer the remaining balance after deducting the amount born by the consumer.
- After an international matchmaking event is scheduled but before departing to the country of a potential marriage partner	- Consumers bear 20% of the total costs	
- After departing to the country of a potential marriage partner but before actually seeing each other	- Consumers bear 40% of the total costs	
- After seeing each other in the other party's country	- Consumers bear 50% of the total costs	
- After entering into matrimony in the other party's country	- Consumers bear 90% of the total costs	
- After entering into matrimony and arriving back in Korea	- Consumers bear total costs in full	

5. Security Service (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Different service provided from that stated in contract</p> <p>2) Functional or performance defects in security system</p> <p>3) Defects occurred within one month after having security system repaired</p> <p>4) Burglary due to functional or performance defects in security system or delayed dispatch of staff after security system goes off</p> <p>5) Contract cancelled or terminated due to the business' fault</p> <ul style="list-style-type: none"> - Before using the service - After using the service <ul style="list-style-type: none"> • If the remaining contractual term is one year or more • If the remaining contractual term is less than a year <p>6) Contract cancelled or terminated due to a</p>	<ul style="list-style-type: none"> - Contract cancellation - Free repair - System replacement or contract cancellation - Compensation for burglary damage amount - Refund deposit and pay 10% of the sum of monthly fees for a year as compensation - Pay 10% of the sum of monthly fees for a year as compensation - Pay 10% of the sum of the monthly fees for the remaining contractual term 	<p>In case of difficulty to prove damage amount, compensation shall be provided within the range agreed in the contract.</p>

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>consumer's fault</p> <ul style="list-style-type: none"> - Before using the service - After using the service <ul style="list-style-type: none"> • If the remaining contractual term is one year or more • If the remaining contractual term is less than a year 	<ul style="list-style-type: none"> - Pay 10% of the sum of monthly fees for a year as compensation - Pay 10% of the sum of monthly fees for a year as compensation - Pay 10% of the sum of the monthly fees for the remaining contractual term 	

6. National Examination Preparation Centers (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled or terminated due to the business' fault</p> <ul style="list-style-type: none"> - Before starting to use the center - After starting to use the center 	<ul style="list-style-type: none"> - Refund deposit - Refund after deducting the amount for usage days till cancellation date 	
<p>2) Contract cancelled or terminated due to a consumer's fault</p> <p>① Before starting to use the center</p> <p>② After starting to use the center</p> <ul style="list-style-type: none"> · If usage fees are charged for the period not exceeding a month <ul style="list-style-type: none"> - Before 1/3 of the contractual term lapses - Before 1/2 of the contractual term lapses - After 1/2 of the contractual term lapses · If usage fees are charged for the period exceeding a month 	<ul style="list-style-type: none"> - Refund total fee in full - Refund 2/3 of the usage fee - Refund 1/2 of the usage fee - No refund - Refund the usage fees for the month of contract cancellation or termination (calculated according to the above criteria) plus the usage fees for the remaining months 	

7. Golf Courses (1 type of industry)

Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Contract cancelled after consumer enters the golf course but before he/she starts a game <p>2) The game cannot continue due to uncontrollable reasons (snowfall, heavy rain, fog, other natural disasters, etc.)</p> <ul style="list-style-type: none"> - In case all the players could not finish the 1st hole after entering the course - In case players could not finish the 9th hole <5th hole in case of a 9-hole golf course and 3rd hole in case of 6-hole golf course> 	<ul style="list-style-type: none"> - Refund 50% of the fee - Full refund of the fee excluding taxes and the public utilities' charge - Refund 50% of the fee excluding taxes and the public utilities' charge 	

8. Public Service (3 types of industry)

Electricity		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Damage from incorrect voltage measurement caused by breakdowns or huge range of errors of electricity meters, or errors in the wiring of the meters	– Refund the difference or settle the payment by subtracting the difference	
2) Unfair charging of utility fees due to mistakes in meter readings, failure to read meters, inaccurate entry of meter dials, miscalculation of utility fees, charging for unused voltage and meter readings for a wrong period	„	
3) Dual payment caused by double-billings or consumers' faults	– Refund or settle the payment by subtracting the difference	
4) Consumer damage due to failure to notify a plan to suspend power supply	– Compensate for monetary loss	
5) Equipment breakdowns due to excessive power supply	– Restitution through repair (if repair is impossible, compensate in kind or in cash) compensate for monetary loss	
6) Damage caused on consumer property due to installation of electrical apparatus	„	
7) Damage caused by lack of separation distance between power lines and dilapidated facilities	„	

Telephone		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Dual payment due to double-billings or errors	- Refund or settle the payment by subtracting the difference	<p>If only in case there is objective evidence</p> <p>It shall not apply to the cases in which damage arises due to uncontrollable circumstances such as natural disasters or a consumer's negligence/fault. Time of service disconnection or disruption shall be calculated from the moment when consumer notifies service provider.</p>
2) Property damage due to installation of communications facilities	- Relocate the installed system or compensate for monetary loss	
3) Overcharged phone bills due to the business' fault e.g. incorrect records of phone uses or miscalculation of the fee	- Refund the difference or settle the payment by subtracting the difference	
4) Overdue payment with late fee resulting from non-delivery of phone bills	- Payment exempted if unpaid; refund if already paid	
5) Damage caused by suspension or disruption of service for six or more hours	- Compensate for damage	

Gas		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Damage from incorrect measurement caused by breakdown or huge range of errors of gas meters, etc.	- Refund the difference or settle the payment by subtracting the difference	
2) Overcharging due to mistakes in meter readings, failure to read meters, etc.	- Refund the difference or settle the payment by subtracting the difference	
3) Dual payment due to double billings or a consumer's fault	- Refund or settle the payment by subtracting the difference	

9. Industrial Goods (30 types of industries)

Home Appliances, Office Machines, Telecommunications Equipment, Watches, Sewing Machines, Optical Goods, Children's Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Major repair is necessary for functional and performance defects naturally having occurred while using the product within 10 days from date of purchase	- Product replacement or refund of purchase price	Depreciation shall be calculated based on straight line depreciation, provided that as for useful life, Appendix IV: Useful Life by Product Item shall apply (on a prorated monthly basis) Depreciation costs = (usage period / useful life) × purchase price
2) Major repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase	- Product replacement or free repair	
3) Functional and performance defects naturally occurred while using the product within warranty period - Defects - Impossible to repair	- Free repair - Product replacement or refund of purchase price	If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts during

Home Appliances, Office Machines, Telecommunications Equipment, Watches, Sewing Machines, Optical Goods, Children's Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Impossible to replace - Major repairs required within one month after product replacement <p>4) The business lost product a consumer requested repair for</p> <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period <p>5) Damage due to non-possession of repair parts during parts replenishment period</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • Functional and performance defects naturally having occurred while using the product • Accidental or intentional breakdowns caused by consumers 	<ul style="list-style-type: none"> - Refund of purchase price - Refund of purchase price - Product replacement or refund of purchase price - Refund the straight line depreciated value plus 10% additional charge (maximum limit: purchase price) - Product replacement or refund of purchase price - Product replacement after deducting the amount for repair cost 	<p>warranty period, it is deemed as impossible to repair.</p> <p>If a consumer purchased a set product which consists of individual devices (main body and peripherals, etc.) such as computers and record players, the replacement rule shall apply to individual devices,</p>

Home Appliances, Office Machines, Telecommunications Equipment, Watches, Sewing Machines, Optical Goods, Children's Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>- After the lapse of warranty period</p>	<p>- Refund the straight line depreciated value plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied.</p>	<p>provided that if individual devices composing a same company' set product cannot be replaced thus should be refunded, refund shall be made for the entire set. As for computers, only desktop, monitor and keyboard are considered to compose a set.</p> <p>Straight line depreciated value = purchase price - depreciation cost</p>
<p>6) Damage caused during delivery after purchasing</p>	<p>- Product replacement (if delivery is entrusted to a third-party professional delivery company, the seller may exercise the right</p>	

Home Appliances, Office Machines, Telecommunications Equipment, Watches, Sewing Machines, Optical Goods, Children's Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
7) Damage caused while the business installs the product	to indemnity against the company) – Product replacement	

Light Bulbs		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Functional and performance defects occurred within 30 days from date of purchase (defective light bulb base, failure to light up, darkening, etc.)	– Product replacement or refund of purchase price	Warranty period: one month
2) Defects occurred during distribution	– Product replacement or refund of purchase price	

Furniture		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Dust mites and germs <ul style="list-style-type: none"> - Found within 10 days from date of purchase - Found within two years from date of purchase - Problems recur after parts replacement 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Free repair or parts replacement - Product replacement 	
2) Crooked doors <ul style="list-style-type: none"> - 0.5% or more of door length <ul style="list-style-type: none"> • Within six months from date of purchase • Within three years from date of purchase - Less than 0.5% of door length <ul style="list-style-type: none"> • Within three years from date of purchase 	<ul style="list-style-type: none"> - Product replacement - Free repair or parts replacement - Free repair or parts replacement 	
3) Efflorescence & poor coating <ul style="list-style-type: none"> - Within 10 days from date of purchase - Within six months from date of purchase - Within three years from date of purchase - Same defects occur after receiving repair service 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Product replacement - Free repair or parts replacement - Product replacement 	
4) Color difference in wardrobes, bedding cabinets, etc. sold as a set <ul style="list-style-type: none"> - Within one month from date of purchase 	<ul style="list-style-type: none"> - Product replacement (if same color is not available, refund purchase price) 	
5) Color change in wardrobes, bedding cabinets, etc. sold as a set <ul style="list-style-type: none"> - Within 10 days from date of purchase 	<ul style="list-style-type: none"> - Product replacement or 	

Furniture		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
	refund of purchase price	
- Within one year from date of purchase	- Product replacement	
6) Strong smells (chemicals, etc.)	- Product replacement or	
- Within six months from date of purchase	refund of purchase price	
7) Errors in measurements (± 5 mm or more)	- Product replacement	
8) Cracks, splits & color changes in painted furniture		
- Within 10 days from date of purchase	- Product replacement or refund of purchase price	
- Within one year from date of purchase	- Free repair or parts replacement	
9) Cracks, warping & color changes in rattan furniture		
- Within 10 days from date of purchase	- Product replacement or refund of purchase price	
- Within one year from date of purchase	- Free repair or parts replacement	
10) Bed quality defect (e.g. spring, mattress)		
- Within 10 days from date of purchase	- Product replacement or refund of purchase price	
- Within one year from date of purchase	- Parts replacement and product replacement	
11) Sofa quality defect (e.g. color changes, rips, splits and defective spring)		
- Within 10 days from the date of purchase	- Product replacement or refund of purchase price	

Furniture		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Within one year from the date of purchase - After the lapse of one year from the date of purchase 	<ul style="list-style-type: none"> - Free repair or parts replacement - Paid repair 	
12) Flaws occurred while delivering manufactured and new products <ul style="list-style-type: none"> - Within 15 days from date of purchase (if a consumer proves that flaws occurred during delivery of manufactured or new products, it shall not apply) 	<ul style="list-style-type: none"> - Product replacement 	
13) Products sold using copied brand, log and/or design	<ul style="list-style-type: none"> - Refund of purchase price 	Depreciation shall be calculated based on straight line depreciation, provided that as for useful life, Appendix IV: Useful Life by Product Item shall apply (on a prorated monthly basis)
14) Same defect occurs for the third time after receiving repair service twice within the warranty period	<ul style="list-style-type: none"> - Product replacement or refund of purchase price 	
15) Contract cancelled after payment was made but before the purchased goods are received:		
① Due to a consumer's fault <ul style="list-style-type: none"> - In case of custom-made furniture <ul style="list-style-type: none"> ▪ Before starting to manufacture ▪ After starting to manufacture - Other than custom-made furniture <ul style="list-style-type: none"> ▪ Until 3 days before the delivery 	<ul style="list-style-type: none"> - 10% of the total price shall become a penalty - Compensate for actual damage - Refund after deducting 5% of product price from deposit 	

Furniture		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> ▪Until 1 day before the delivery <p>② Due to the business' fault</p> <ul style="list-style-type: none"> - If prepaid fee is 10% or lower than product price - If prepaid fee is higher than 10% of product price <p>16) Damage caused because repair is impossible</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • While normally using the product • Due to a consumer's fault - After the lapse of warranty period 	<ul style="list-style-type: none"> - Refund after deducting 10% of product price from prepaid amount - Refund twice the amount of deposit - Refund deposit plus 10% additional charge - Product replacement or refund of purchase price - Refund after deducting straight line depreciation cost from purchase price, or product replacement - Refund the straight line depreciated value plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied. 	<p>Depreciated value = purchase price - depreciation cost</p> <p>Straight line depreciated value = purchase price - depreciation cost</p>

Smartphones (including all mobile phones after 3G mobile communications irregardless of their name)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Major repair is necessary for functional and performance defects naturally having occurred while using the product, and complaint is filed within 10 days from date of purchase</p> <p>2) Major repair is necessary for functional and performance defects naturally having occurred while using the product, and complaint is filed within one month from date of purchase</p> <p>3) Functional and performance defects naturally occurred while using the product, and complaint is filed after the lapse of one month from purchase date but within warranty period</p> <ul style="list-style-type: none"> - Defects - Impossible to repair - Impossible to replace - Major repair required within one month after replacement with a new product 	<ul style="list-style-type: none"> - Replace with a new product or refund purchase price - Replace with a new product or free repair - Free repair - Replace with a new product or refund purchase price - Refund purchase price - Refund purchase price 	<ul style="list-style-type: none"> * If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts within warranty period, it is deemed as impossible to repair. * Replacement with a refurbished phone is deemed as equal to free repair. * If a same person has to have his/her phone replaced with a refurbished phone for the fifth time after four such replacements due to defects which naturally occurred while using the phone within warranty period, it is deemed as impossible to repair or replace with a refurbished phone. * A mobile communications company shall take necessary measures promptly in case a consumer requests after-sales service for the phone he/she bought in the company's distribution network. * Depreciation

Smartphones (including all mobile phones after 3G mobile communications irregardless of their name)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>5) Damage due to non-possession of repair parts within parts replenishment period, or replacement with a refurbished phone is not an option, either</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • Functional and performance defects naturally having occurred while using the product • Accidental or intentional breakdowns caused by consumers - After the lapse of warranty period 	<ul style="list-style-type: none"> - Replace with a new product or refund purchase price - Replace with a new product after collecting the amount incurred for paid repair service - Refund straight line the depreciated value plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied. 	<ul style="list-style-type: none"> - Straight line depreciation and 3-year useful life shall be applied (on a prorated monthly basis) - Depreciation costs = (usage period / useful life) × purchase price - Depreciated value = purchase price - depreciated cost - Warranty period: 1 year - Useful Life: 3 years - Parts replenishment period: 4 years
<p>6) Product damaged during delivery after purchasing</p>	<ul style="list-style-type: none"> - Replace with a new product (if delivery is entrusted to a third-party professional delivery company, the seller may exercise the right to indemnity against the company) 	

Electronic Cigarette		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Major repair is necessary for functional and performance defects (leakage of liquid, excessive or insufficient spraying, etc.) naturally having occurred while using the product, and complaint is filed within 10 days from date of purchase</p> <p>2) Major repair is necessary for functional and performance defects (leakage of liquid, excessive or insufficient spraying, etc.) naturally having occurred while using the product, and complaint is filed within one month from date of purchase</p> <p>3) Functional and performance defects naturally occurred while using the product within warranty period</p> <p>- Defects</p> <p>- Impossible to repair</p> <p>- Impossible to replace</p> <p>- A replaced product requires major repair within one month</p>	<p>- Product replacement or refund of purchase price</p> <p>- Product replacement or repair</p> <p>- Free repair</p> <p>- Product replacement or refund of purchase price</p> <p>- Refund of purchase price</p> <p>- Refund of purchase price</p>	<p>- If same defects occur for the third time despite second-time repair or if defects occur for the fourth time despite third-time repair in various parts within warranty period, it is deemed as impossible to repair.</p> <p>- Warranty period: 1 year</p>

Automobile		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Within warranty period</p> <p>① Breakdowns due to quality or manufacturing defects</p> <p>② Two or more major defects occurred within one month from the date of vehicle delivery affecting driving performance & safety</p> <p>③ A major defect affecting driving performance and safety occurs for the forth time after receiving repair service three times for the same defect, or the defect requires more than 30 accumulated days (actual working days) for repair</p> <ul style="list-style-type: none"> • Age of vehicle 12 months or less • Age of vehicle over 12 months 	<ul style="list-style-type: none"> - Free repair (parts or functional device replacement - Product replacement or refund of purchase price - Product replacement or refund of purchase price including essential costs - Parts replacement or functional device replacement (e.g. engine or transmission device) in case defects still exist 	<ul style="list-style-type: none"> - Warranty Period • Body & general parts: within two years ※ In case mileage exceeds 40,000km, it is deemed to have expired. - Engine & transmission devices: within three years ※ In case mileage exceeds 60,000km, it is deemed to have expired. - Limited to repairs by manufacturer, seller or his/her agent (direct management or designated repair shop)
<p>- Repair Time Calculation</p> <ul style="list-style-type: none"> • Only if consumers request repairs in writing to the manufacturer, seller or his/her 		

Automobile		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>agent, it shall be included in the accumulated working days (manufacturer, seller or his/her agent must provide and distribute repair request forms)</p> <p>• If repair is made on the same day as the request date, it shall be calculated as one day; If repair takes more than one day, the first day of repair service shall be included (provided that in case repair is impossible due to public holidays, strikes or natural disasters, the days shall be excluded from the accumulated working days).</p>		
<p>2) Repair is impossible due to non-possession of repair parts (within parts replenishment period)</p> <p>① Within warranty period</p> <ul style="list-style-type: none"> - While normally using the vehicle • Age of vehicle 12 months or less • Age of vehicle over 12 months <p>- Due to fault on the driver's part</p>	<ul style="list-style-type: none"> - Refund of purchase price including essential costs, or product replacement - Refund purchase price including essential costs minus straight line depreciation costs plus 10% of additional charge, or product replacement - Refund purchase price minus straight line depreciation costs, or product replacement 	<ul style="list-style-type: none"> - Even if the business does not have repair parts, he/she is exempted from damage compensation if the vehicle in question had fire or collision accidents and thus, repair is impossible *Essential Cost Calculation - The seller bears the expenses for essential costs (e.g. registration tax, acquisition tax, education tax, license plate fee, etc.) with the

Automobile		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
		exception of optional expenses (comprehensive insurance coverage, installment incidental charge, notarial fee, etc.) • With the exception of optional installment fees
② After the lapse of warranty period	- Refund purchase price including essential costs minus straight line depreciation costs plus 10% of additional charge	Depreciation shall be calculated based on straight line depreciation, provided that as for useful life, Appendix IV: Useful Life by Product Item shall be applied (on a prorated monthly basis)
③ Within repair parts replenishment period but after the lapse of useful life	- Refund 10% of purchase price including essential costs	Depreciation costs = (usage period / useful life) × purchase price (including essential costs (e.g. registration tax,

Automobile		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>3) In case remaining installments are claimed with an installment surety insurer without a prior demand in written form</p> <p>4) Defects already present at the time of delivery (including those having occurred during consignment)</p> <p>5) Defects related to optional goods (airbag, ABS, remote control starter, navigation system for vehicle use, black box, highpass terminal, etc.)</p> <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period 	<ul style="list-style-type: none"> - Cancellation of the claim - Compensation for damage, free repair, product replacement or refund of purchase price - Free repair, refund of purchase price or product replacement - Paid repair 	<p>acquisition tax, education tax, license plate fee, etc.)</p> <ul style="list-style-type: none"> - For defects recognizable with the naked eye (steel plates, coating, etc.), the consumer must raise the issue within seven days from the date of vehicle delivery. - The person liable for compensation <ul style="list-style-type: none"> • Optional goods installed at the time when the car comes out of the factory: auto makers • Optional goods installed after the car

Automobile		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
		<p>comes out of the factory:</p> <p>responsible business among goods manufacturers/sellers, installers and map updating companies (limited to vehicle navigation system)</p> <p>- If the map in navigation system (useful year) is not updated for a year or more, it is deemed as non-performance of service, and the manufacturer or seller responsible for the service shall refund straight line depreciated purchase price plus 10% additional amount</p>

Motorcycle		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Within warranty period or set mileage</p> <ul style="list-style-type: none"> - Breakdowns due to quality or manufacturing defects - Third recurring breakdown after receiving repairs for same defects involving engine or electric (ignition device, charging equipment and starting device) <p>2) Repair is impossible due to non-possession of repair parts (within parts replenishment period)</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • While normally using the vehicle • Due to a driver's fault - After the lapse of warranty period 	<ul style="list-style-type: none"> - Free repair or parts replacement - Product replacement or refund of purchase price - Refund of purchase price including essential costs, or product replacement - Refund straight line depreciated purchase price or product replacement - Refund the purchase price including essential costs plus straight line depreciated value plus 5% of purchase price including essential costs (if depreciated value is less than '0', '0' shall be applied); or product replacement 	<p>*Depreciation shall be calculated based on straight line depreciation, provided that useful life shall be applied (on a prorated monthly basis)</p> <p>Depreciation costs = (usage period / useful life) × purchase price (including essential costs (e.g. registration tax, acquisition tax, education tax, license plate fee, etc.))</p> <p>Depreciated value = purchase price - depreciation cost</p>

Bicycle		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Major repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase</p> <p>2) Functional and performance defects naturally occurred while using the product within warranty period</p> <ul style="list-style-type: none"> - Defects - Impossible to repair - Impossible to replace - Major repair required within one month after product replacement 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Free repair - Product replacement or refund of purchase price - Refund of purchase price - Refund of purchase price 	<p>If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts during warranty period, it is deemed as impossible to repair.</p>

Boiler		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Major repair is necessary for functional and performance defects naturally having occurred while using the product within 10 days from date of purchase	- Product replacement or refund of purchase price	* Calculation for replacement or refund shall factor in construction costs.
2) Major repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase	- Product replacement or free repair	
3) Functional and performance defects naturally occurred while using the product within warranty period		If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts during warranty period, it is deemed as impossible to repair.
- Defects	- Free repair	
- Impossible to repair	- Product replacement or refund of purchase price	
- Impossible to replace	- Refund of purchase price	
- Major repair required within one month after product replacement	- Refund of purchase price	
4) Damage due to non-possession of repair parts during parts replenishment period		
① Within warranty period		
• Functional and performance defects naturally having occurred while using the product	- Product replacement or refund	
• Accidental or intentional breakdowns caused by consumers	- Refund after deducting straight line	

Boiler		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
② After the lapse of warranty period	depreciation costs, or product replacement - Refund straight line depreciated value plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied); or product replacement	Depreciated value = purchase price - depreciation cost
5) Defects in construction within warranty period	- Free repair or compensation (liability of constructor)	

Agricultural Machinery, Fishery Machinery		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Within warranty period</p> <ul style="list-style-type: none"> - Breakdowns caused by product defects - Breakdowns caused by material or its quality defects - Breakdowns caused by poor measurement for manufacturing - Breakdowns caused by assembly or installment defects - Occurrence of the third breakdown after receiving repair service for same performance/ functional defects - Breakdowns caused by packaging & delivery defects <p>2) Damage due to non-possession of repair parts during parts replenishment period</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • Functional and performance defects naturally having occurred while using the product • Accidental or intentional breakdowns caused by consumers - After the lapse of warranty <p>3) If repair takes more than 10 days (during farming season) from the date of repair agreement, without notification of justifiable cause</p>	<ul style="list-style-type: none"> - Product replacement - Free repair - Free repair - Free repair - Product replacement or refund of purchase price - Free repair - Product replacement or refund of purchase price - Replace the product after paying for repair costs - Refund straight line depreciated purchase price plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied) - Compensate for damage 	<ul style="list-style-type: none"> - The business shall pay a visit to repair if: <ul style="list-style-type: none"> • a consumer refuses to transport the machine • it is difficult to transport the machine or excessive transportation costs are incurred • it is busy farming season - Depreciated value = purchase price - depreciation cost

Agricultural Material		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality	– Product replacement or refund of purchase price	
2) Damage caused by defective products	– Damage compensation	

Fishing Gear		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality	– Product replacement or refund of purchase price	
2) Damage caused by defective products	– Damage compensation	

Livestock Material		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality	– Product replacement or refund of purchase price	
2) Damage caused by defective products	– Damage compensation	

Construction Material (Sanitation Equipment)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (operational defects, color defects, cracks, poor coating, standards deficiency, etc.)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage	
2) Construction defects (breakdowns, operational defects, cracks, leaks)	- Repair, compensation for damage	

Construction Material (Wallpaper)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (discoloration, color defects, standards deficiency, etc.)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage	
2) Construction defects (discoloration, plushiness)	- Repair, compensation for damage	

Construction Material (Tile)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (discoloration, standards deficiency, etc.)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage - Repair, compensation for damage	
2) Construction defects (efflorescence, frost, adhesion defects, slab surface defects)		

Construction Material (F.R.P. Tank)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (rusting, standards deficiency, defective clamp joint metal)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage - Compensation for damage	
2) Construction defects (leaks, rusting, defective clamp joint metal)		

Construction Material (Paint)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (color defects, coagulation, etc.)	<ul style="list-style-type: none"> - Prior to construction: replacement, refund; After construction: repair, compensation for damage - Repair, compensation for damage - Replacement, refund 	
2) Construction defects (defects in color/gloss/arrangement of colors/finishing job & discoloration, etc.)		
3) Shortage in volume		

Construction Material (Cement)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (cracks, low solidity, standards deficiency, etc.)	<ul style="list-style-type: none"> - Prior to construction: replacement, refund; After construction: repair, compensation for damage - Repair, compensation for damage 	
2) Construction defects (cracks, poor finishing)		

Construction Material (Doors & Windows)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (operational defects, damage, standards deficiency, etc.)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage - Repair, compensation for damage	
2) Construction defects (operational defects, damage)		

Construction Material (Wood)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Poor quality (damage, cracks, standards deficiency, color defects, poor dryness, etc.)	- Prior to construction: replacement, refund; After construction: repair, compensation for damage - Repair, compensation for damage	
2) Construction defects (damage, poor join, poor finishing, etc.)		

Kitchenware		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Damage caused by functional and performance defects which naturally occurred within one month after purchasing 2) Damage caused by functional and performance defects which naturally occurred while using the product within warranty period - If defects occur - If defects recur after repair - Impossible to repair - Impossible to replace or same defects occurring after replacement 3) Damage due to non-possession of repair parts during parts replenishment period - Within warranty period • Functional and performance defects naturally having occurred while using the product • Accidental or intentional breakdowns caused by consumers - After the lapse of warranty 4) The business lost the product consumer requested repair for	- Product replacement or refund of purchase price - Free repair - Product replacement - Product replacement - Refund of purchase price - Product replacement or refund of purchase price - Product replacement after collecting the amount for paid repair service - Refund straight line depreciated purchase price plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied)	Depreciated value = purchase price - depreciation cost

Kitchenware		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Refund straight line depreciated value plus 10% additional charge (maximum limit: purchase price) 	

Stationery		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Defects occurred while normally using the product - Damage caused due to defects 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Product replacement and damage compensation 	

Clothing & Garments		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Loose sewing 2) Defective fabrics (poor manufacturing, discoloration/fading/contraction after washing, etc.) 3) Defective sub-material (buttons, zippers, interlining, etc.) 4) Inaccurate size 5) Inaccurate labeling (false information, omission) & bad material composition causing washing mishaps 6) Complaints regarding size, design and/or color 7) Defective material used for tailor-made clothes	① Repair → ② Product replacement → ③ Refund - Product replacement or refund (within seven days from the date of purchase, only if undamaged) - Repair, remake, refund (the business is collectively liable with the raw material manufacturer he/she selected)	- Compensation • In case of defective material used for custom clothes, compensation shall be made for labor costs as well.
- Product Replacement • With a same priced or same type of product. • For defects in one of the two-piece outfit, replacement shall be provided for the whole outfit.		

Clothing & Garments		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Compensation <ul style="list-style-type: none"> • For material defects on tailor-made outfits, compensation includes labor costs - Compensation Order <ul style="list-style-type: none"> • Compensation shall be made in the order of free repair, paid repair, replacement and refund. - Identification of causes for defects <ul style="list-style-type: none"> • In case of difficulty in finding the cause of defect due to impossibility of product tests, etc., the manufacturer (seller or importer) bears the responsibility to prove the quality of clothing in question is problem-free (limited to clothes worn for two years or less from the date of purchase) - Criteria for replacement and refund <ul style="list-style-type: none"> • Replacement or refund shall be made based on the purchase price, provided that if within the warranty period, the purchase price shall be refunded and if the warranty period has lapsed, the price shall be reduced according to the Compensation Ratio specified in the section for Laundry and Dry Cleaning Service of this Regulations. • Irrespective of whether it was bought at a discount price or at a discount store, replacement shall be made where it was bought. • For defects in one of the two-piece outfit, replacement shall be provided for the whole outfit, provided that if material and design are different from each other, only the piece in question shall be replaced. • Receipt shall be presented when requesting refund 		

Umbrellas		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Quality defects occurred within one month from the date of purchase <ul style="list-style-type: none"> - Problem with folding and unfolding due to breakdown of components - Rusting at the time of purchasing - Discoloration and fading - Leaks caused by material defects - Contamination 	- Product replacement	- Quality warranty period: 1 month
2) Quality defects while normally using the product within warranty period	- Free repair	

Shoes		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Loose sewing	① Repair →	- Compensation exempted in case of • Defects caused by a consumer's fault or negligence • Shoes worn for a long time
2) Adhesive defects	② Product replacement →	
3) Coloring defects	③ Refund	
4) Sub-material defects	"	
5) Complaints regarding size, design and/or color	- Replace or refund (limited to within seven days after purchasing and only if unworn)	- Replace in case repair is impossible - Replacement and refund shall be made based on the purchase price, provided that if within warranty period, the purchase price shall be refunded and if warranty period has lapsed, the price shall be reduced (according to the Compensation Ratio in Laundry and Dry Cleaning Service.
6) Water seeps into shoes	① Repair → ② Product replacement → ③ Refund	

Leather Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Adhesive defects	① Repair →	- Replacement and refund shall be made based on the purchase price, provided that if within warranty period, the purchase price shall be refunded and if warranty period has lapsed, the price shall be reduced (according to the Compensation Ratio in Laundry and Dry Cleaning Service.
2) Loose sewing	② Product replacement →	
3) Coloring defects	③ Refund	
4) Sub-material defects	"	
5) Complaints regarding design & color	"	
	- Replace or refund (limited to within seven days after purchasing and only if unworn)	

Musical Instruments		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Major repair is necessary for functional and performance defects naturally having occurred while using the product within 10 days from date of purchase	– Product replacement or refund of purchase price	If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts during warranty period, it is deemed as impossible to repair.
2) Major repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase	– Product replacement or free repair	
3) Functional and performance defects naturally occurred while using the product within warranty period		
<ul style="list-style-type: none"> – Defects – Impossible to repair 	<ul style="list-style-type: none"> – Free repair – Product replacement or refund of purchase price 	
<ul style="list-style-type: none"> – Impossible to replace – Major repair required within one month after product replacement 	<ul style="list-style-type: none"> – Refund of purchase price – Refund of purchase price 	
4) Tuning		
<ul style="list-style-type: none"> – Within warranty period: twice – After the lapse of warranty period 	<ul style="list-style-type: none"> – Free tuning – Paid tuning 	

Tires		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Separation due to: <ul style="list-style-type: none"> - Adhesive defects - Infiltration of air into the tire - Change in physical property due to insufficient vulcanization - Infiltration of particles (sand, chemicals, etc.) 	<ul style="list-style-type: none"> - Product replacement (if impossible, refund) 	<ul style="list-style-type: none"> - Applied to damages resulting from manufacturing defects - Replacement if wear rate is less than 10% - Refund if wear rate is 10% or more but less than 80%
2) Cracking due to: <ul style="list-style-type: none"> - Division between tread & side wall - Change in physical property due to excessive vulcanization 	<ul style="list-style-type: none"> - Product replacement (refund of purchase price if available) 	<ul style="list-style-type: none"> * Refundable amount = purchase price (VAT excluded) x (1 - wear rate)
3) Bead damage due to: <ul style="list-style-type: none"> - Infiltration of air into the bead - Insufficient vulcanization - Mislocated bead wire - Molding & expansion phase after vulcanization - Bead bending - Adhesive defects in bead wire 	<ul style="list-style-type: none"> - Product replacement (refund of purchase price if available) 	<ul style="list-style-type: none"> * Wear rate (%) = $\frac{\text{standard skid depth} - \text{remaining skid depth}}{\text{standard skin depth}} \times 100$ - Compensation exempted in case of <ul style="list-style-type: none"> • wear rate of 80% or more • repaired products • products used for over 3 years from purchase date
4) Chipping, chunking, cutting <ul style="list-style-type: none"> - Rubber adhesive defects - Excessive vulcanization 	<ul style="list-style-type: none"> - Product replacement (refund of purchase price if available) 	

Tires		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
5) Joint opens due to: - Adhesives incorrectly applied to tread joint - Adhesives incorrectly applied to side wall joint	- Product replacement (Refund of purchase price if available)	(manufactured date if without written evidence) • Compensation claims for old tires proven to have been collected for wrongful purposes
6) Air leakage due to: - Awling work mishap - Mislocated bead, poor toe winding	- Product replacement (Refund of purchase price if available)	
7) Different size from indicated in the contract	- Product replacement (Refund of purchase price if available)	• Products with no trademark
8) Different quantity from indicated in the contract	- Product replacement (Refund of purchase price if available)	• Non-powered (bicycles) tires of a year or more

Briquettes		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Standard deficiency <ul style="list-style-type: none"> - Under 142mm in height with $\pm 5\%$ error - Under 150mm in diameter with $\pm 5\%$ error - Under 3.6kg in weight - Under 4,400Kcal/kg in heat capacity - If 5 are damaged out of 15 briquettes collected for a solidity test 	- Product replacement	
2) Incomplete combustion <ul style="list-style-type: none"> - If defects are found after inspecting the product 	- Product replacement	
3) Briquette & briquette ash easily breaks	- Product replacement	
4) Problems with combustion time	- Product replacement	
5) Damage to stored briquette <ul style="list-style-type: none"> - due to user's fault 	- Product replacement after deducting distribution cost by volume & weight	
6) Explosion during combustion due to infiltration of particles (e.g. gunpowder) <ul style="list-style-type: none"> - Property damage - Casualties <ul style="list-style-type: none"> • Injury • Death 	<ul style="list-style-type: none"> - Full compensation for damage or loss - Compensate for medical fee & other acceptable expenses - Mutually agreed compensation 	

Bags		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Loose sewing 2) Defective fabric 3) Defective sub-material 4) Defective dyeing 5) Spoiling/deformation after washing according to instructions 6) Complaints about design/color	① Repair → ② Product replacement → ③ Refund - Replace or refund (limited to within seven days after purchasing, only if unused)	

Sanitary Goods		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Foreign substance fixed in 2) Defects in quality, performance, function 3) Damage due to defective packaging/container 4) Side-effects 5) Shortage in quantity	- Product replacement or refund of purchase price - Compensate for medical and other expenses, and lost daily income - Provide the shortfall	- Lost daily income refers to income loss proven to be caused by damage. If it is difficult to prove the amount, market unit wage shall be used.

Wigs		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Functional and performance defects naturally occurred while using the product within warranty period</p> <ul style="list-style-type: none"> - Defects - Impossible to repair - Impossible to replace - Major repair required within one month after product replacement 	<ul style="list-style-type: none"> - Free repair - Product replacement or refund of purchase price - Refund of purchase price - Refund of purchase price 	
<p>2) The business lost the product a consumer requested repair for</p> <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Refund the straight line depreciated value plus 10% additional charge (maximum limit: purchase price) 	
<p>3) Contract cancelled due to the business' fault</p>	<ul style="list-style-type: none"> - Refund of deposit and pay 10% of product price as 	

Wigs		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
4) Contract cancelled due to a consumer's fault <ul style="list-style-type: none"> - Before manufacturing - After manufacturing begins - After manufacturing completes 	compensation <ul style="list-style-type: none"> - Refund after deducting 10% of product price - Compensate for actual loss - Impossible to cancel 	<ul style="list-style-type: none"> - The business shall bear the burden of proof for actual damage amount.

10. Performance Industry (2 types of industry)

Performance Industry (movie and video showing excluded)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) If consumers demand refund of admission fee because the performance was cancelled or delayed to another date</p> <ul style="list-style-type: none"> - Cancelled due to the business' fault - Cancelled due to uncontrollable circumstances such as natural disasters <p>2) If consumers request refund</p> <ul style="list-style-type: none"> - Until 10 days before the performance date - Until 7 days before the performance date - Until 3 days before the performance date - Until one day before the performance date - Until before the start of the performance on the performance date - Until 3 days before performance, if a reservation is cancelled within 24 hours <p>3) The content of the performance is different from indicated in the contract (important cast members are replaced, scheduled performance time is cut by half or more, etc.)</p>	<ul style="list-style-type: none"> - Refund admission fee and pay 10% of the fee as compensation - Refund admission fee - Full refund - Refund after deducting 10% - Refund after deducting 20% - Refund after deducting 30% - Refund after deducting 90% - Full refund (non-business days are not counted) - Refund admission fee and pay 10% of the fee as compensation 	<ul style="list-style-type: none"> - For discount tickets, the actual purchase price shall be refunded but the business has to prove it.

Performance Industry (movie and video showing excluded)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
4) Performance is delayed for 30 minutes or more due to the business' fault <ul style="list-style-type: none"> - Entire performance watched - Performance suspended 	<ul style="list-style-type: none"> - Refund 10% of the admission fee - Refund admission fee and pay 10% of the fee as compensation 	
5) Performance ticket holders failed to watch the performance due to erroneous indication of time	<ul style="list-style-type: none"> - Refund admission fee and pay 20% of the fee as compensation 	

Movie Showing		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Cancelled due to circumstances on a consumer's part <ul style="list-style-type: none"> - If cancellation is requested until 20 minutes before the start of the movie - If cancellation is requested from 20 minutes before the start of the movie until the start of the movie - If cancellation is requested after the movie starts 	<ul style="list-style-type: none"> - Refund ticket price - Refund 50% of the ticket price - Nonrefundable 	
2) Movie showing delayed due to the business' fault <ul style="list-style-type: none"> - Delayed for 30 minutes or more - Delayed for an hour or more 	<ul style="list-style-type: none"> - Refund ticket price - Refund double the ticket price 	
3) Movie showing suspended due to the business' fault <ul style="list-style-type: none"> - Suspended for 10 minutes or more, or twice or more in the middle of showing - Suspended for 30 minutes or more, or three times or more in the middle of showing 	<ul style="list-style-type: none"> - Refund ticket price - Refund double the ticket price 	

11. Agriculture, Fishery & Livestock Products (7 types of industries)

Eggs, Meat, Grains, Fruits & Vegetables, Fishery Products		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Shortfall in content, volume, weight, quantity and inaccurate indication of the same 2) Rotting & Spoiling 3) Lapse of expiration date 4) Foreign substances mixed in 5) Side-effects 6) Accidents and injuries due to damaged packaging and containers	- Product replacement or refund of purchase price - Compensate for medical and other expenses and lost daily income	

Animal Feed		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Shortage in weight 2) Rotting & Spoiling 3) Problematic ingredients 4) Lapse of expiration date 5) Side-effects 6) Animal deaths	- Product replacement or refund of purchase price - Compensate for medical and other expenses to treat animals - Compensate for the animal price	

Seeds, etc.		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Defects found prior to sowing ① Shortage in volume ② Foreign substances mixed in ③ Defective packaging ④ Lapse of expiration date ⑤ Rotting & Spoiling 2) Poor sprouting due to defective seeds and other varieties mixed in ① If reseeded is possible ② If reseeded is impossible - If other varieties can be seeded - If other varieties cannot be seeded 3) In case of growth problems and defective fruits (during or after cultivation) - In case of defective seeds	- Product replacement or refund of purchase price - Product replacement or compensate for the amount of direct expenses - Compensate for the difference between expected and actual profit - Compensate for the expected profit - Compensate for	- Sprouting is deemed poor if less than sprouting ratio indicated in the packaging. It shall apply only if protest is made within 15 days after the lapse of normal sprouting time - direct expenses: labor, materials cost, etc. - Expected profit is calculated by multiplying average harvest for the recent 3 years and the price received by the farmer in the year in question. - It shall also apply to the cases in which actual

Seeds, etc.		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - In case of unexpected weather conditions, ineffective cultivation technology, deficiency in seed germination, etc. 	<p>the difference between expected and actual profit</p> <ul style="list-style-type: none"> - Compensate for the difference between expected and actual profit, taking into account contributions made by defective seeds (distribution rate) 	<p>growth is different from advertised.</p>

12. Chauffeur Service (1 type of industry)

Chauffeur Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Property damage such as damaged vehicle during service	- The chauffeur business compensates for vehicle repair costs and other damage	
2) Fine and penalty imposed during service	- The chauffeur business compensates for the fine or penalty imposed	
3) Unfair billing	- The chauffeur business cancels the billing or refunds the unfairly charged amount	

13. Cultural Goods & Others (4 types of industries)

Jewelry & Gemstone		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Shortage in content & weight 2) Size difference - Within one month from date of purchase 3) Poor coating or plating - Within one year from date of purchase 4) Actual content different from indication (e.g. level, color, size, authentic/synthetic product, etc.) 5) Poor setting	- Product replacement or refund of purchase price - Free repair or product replacement - Free repair or product replacement - Product replacement or refund of purchase price - Free repair or product replacement	

Accessories		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Complaints regarding design, color and/or size - Within seven days from date of purchase, undamaged 2) Poor setting - Strap, loop, etc. separated and/or cut off 3) Poor coating or plating - Within six months from date of purchase	- Product replacement - Free repair or product replacement - Free repair or product replacement	

Books & Records		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Quality defects (damage, shortage in page number, poor recording)	- Product replacement	
2) Non-distribution of contract, etc. (in case contract distribution is required by law)	- Contract cancellation	
3) Excessive penalty on contract cancellation request in written form within withdrawal period	- Contract cancellation without a penalty	- Simultaneous return of already received goods (services)
4) Intentional damage to packaging by the seller to restrict the buyer's right to withdraw	- Contract cancellation	- Business shall bear the costs to return goods
5) The seller used a fake name and a fake place of business	- Contract cancellation	
6) Partial non-performance of membership-based or set product contract	- Contract cancellation	- Refund after deducting the amount for the performed portion at the time of contract cancellation
7) Early termination of periodicals subscription (based on the date intent of cancellation arrived in writing)		
- Due to circumstances on the business' part	- Refund the subscription fee for the remaining period plus 10% of the fee as compensation	
- Due to circumstances on a consumer's part	- Refund the subscription fee for the remaining period after deducting 10% of the fee	- Subscription fee shall mean the actual fee amount.

Books & Records					
Type of Dispute		Regulations on Consumer Dispute Resolution		Remarks	
8) Gifts in case of early termination of contracts for books, records and periodicals <ul style="list-style-type: none">- Gifts undamaged- Gifts damaged		<ul style="list-style-type: none">- Return- Compensate for the business' purchasing price- Contract cancellation after deducting loss amount calculated according to the General Usage Rate or Damage Rate			
9) Contract cancellation after the lapse of contract withdrawal period (in case withdrawal of contract is allowed by law)					
<p>※ General Usage Rate & Damage Rate</p> <ul style="list-style-type: none">- Higher rate is applied between General Usage Rate and Damage Rate.- Damage rate is basically determined based on the condition of each piece of books and records; provided that if it is impossible to separate by the piece, it shall be based on the separable unit.					
<p>□ Books</p> <p>A. General Usage Rate (rate of normal usage fee)</p>					
Usage Time	Less than 1 Month	Less than 2 Months	Less than 3 Months	Less than 4 Months	Less than 5 Months
General Usage Rate (%)	20	23	27	30	40

Books & Records					
Type of Dispute			Regulations on Consumer Dispute Resolution		Remarks
Usage Time	Less than 6 Months	Less than 7 Months	Less than 8 Months	Less than 9 Months	Less than 10 Months
General Usage Rate (%)	50	60	70	80	90
B. Damage Rate (rate of loss amount at the time of return)					
Product Condition					Damage Rate (%)
Moderate condition					20
Somewhat poor condition (in which resale is impossible due to some damage)					50
Very poor condition (in which product value is lost due to serious damage or scribbling/seal inside, etc.)					85
<input type="checkbox"/> Records – Individually wrapped records, videos and software products; unwrapped products shall be considered copied and charged for the number of products unwrapped; provided that in case of quality defects, the damage rate shall not apply even for unwrapped products					
<input type="checkbox"/> In case books or records are sold with other products as a set – General Usage Rate and Damage Rate shall be applied for each individual product					

Sports & Leisure Equipment		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Major repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase	-Product replacement or refund of purchase price	If same defects occur for the third time despite second-time repair or if defects occur for the fifth time despite fourth-time repair in various parts during warranty period, it is deemed as impossible to repair. ※Golf goods replacement period shall be as follows: - Golf clubs: within 3 months after purchase - Other goods (gloves, shoes): within 6 months after purchase
2) Functional and performance defects naturally occurred while using the product within warranty period - Defects - Impossible to repair - Impossible to replace - Major repair required within one month after product replacement	- Free repair - Product replacement or refund of purchase price - Refund of purchase price - Refund of purchase price	
3) The business lost the product a consumer requested repair for - Within warranty period - After the lapse of warranty period	- Product replacement or refund of purchase price - Refund the straight line depreciated value plus 10% additional charge (maximum limit: purchase price)	
4) Damage due to non-possession of repair parts during parts replenishment period - Within warranty period • Functional and performance defects naturally having occurred while using	- Product replacement or refund of purchase price	

Sports & Leisure Equipment		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>the product</p> <ul style="list-style-type: none"> • Accidental or intentional breakdowns caused by consumers <p>- After the lapse of warranty period</p>	<p>price</p> <ul style="list-style-type: none"> - Product replacement after deducting the amount for paid repair service - Refund the straight line depreciated value plus 5% of purchase price (if depreciated value is less than '0', '0' shall be applied. 	<p>Depreciated value = purchase price - depreciation cost</p>

14. Beauty Care (2 types of industries)

Skin Care, Hair Care		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Provided service is different from indicated in the contract	- Contract cancellation (refund after deducting the Equivalent Amount for the number of days service was used till cancellation date)	- Equivalent Amount = total service charge × (actual number of days service was used/ total number of days specified in the contract)
2) Physical injuries	- Restore to the original condition under the responsibility of the business (the business paying the costs), and compensate for damage if restoration is impossible	(Separate billing on cosmetics shall be prohibited)
3) Contract cancelled due to the business' fault		
- Before receiving the service	- Full refund of deposit and pay 10% of total service charge as compensation	
- After receiving the service	- Refund after deducting the Equivalent Amount for the number of days service was used till	- If contracted for the number of services, refund shall be made after deducting the

Skin Care, Hair Care		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>4) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Before receiving the service - After receiving the service 	<p>cancellation date and pay 10% of total service charge as compensation</p> <ul style="list-style-type: none"> - Consumers pay 10% of total service charge - Consumers pay the Equivalent Amount for the number of days service was received till cancellation date and 10% of total service charge 	<p>amount for the number of services provided</p> <p>If the business already received payments from consumers, he/she shall refund the payment after deducting the amount consumers have to bear.</p>

15. Real Estate Brokerage (1 type of industry)

Real Estate Brokerage		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Excessive charging of brokerage fee	- Refund the difference	
2) Property damage caused by neglecting to check and explain the real estate products in question	- Compensate for any damage or loss	

16. Photography & Photo Developing Industry (1 type of industry)

Photography & Photo Developing Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Impossible to develop photos due to mishaps having occurred in the process of developing undamaged films	- Compensate for spent photographing costs and other damage	
2) Loss or quality deterioration of films or videos	- Refund deposit and compensate for damage	
3) Excessive charging for repair cost for a rental camera that was broken by a consumer's fault	- Cover the expenses only for the damaged parts & material cost	
4) If consumers request the photographer to return the original roll of film (including polaroid films and digital photo files) used to take portrait pictures and commemorative pictures (for 100 days from birth, 1st birthday, entrance into/graduation from a school, 60th birthday, etc.)	- Refer to contractual terms. Without such terms, ① original polaroid films shall be given to the consumer ② digital files shall be given to the consumer, provided that he/she may be charged for the delivery costs (blank CD/diskette, etc.)	- Copyright is not transferred when the original film is returned - Photographers shall keep the original films for one year
5) Cancellation or termination of contract for one or more photographings (of		- In case of digital photographing,

Photography & Photo Developing Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>commemorative pictures for babies, etc.)</p> <p>① Contract cancellation or terminated due to the business' fault, and damage caused</p> <ul style="list-style-type: none"> - Before the start of photographing - After the start of photographing <p>② Contract cancellation or terminated due to a consumer's fault</p> <ul style="list-style-type: none"> - Before the start of photographing - After the start of photographing 	<ul style="list-style-type: none"> - Refund deposit and pay 10% of total fee as compensation - Refund deposit and provide original roll of films or files - Consumers bear 10% of total fee - Consumers pay for the costs of already photographed pictures and 10% of the remaining amount. (the costs of albums not produced yet shall not be charged to consumers) ※ If the contract does not specify 	<p>finally modified files shall be deemed as the original ones.</p> <p>In case the business has already received payments, he/she shall return the remaining balance after deducting the costs born by consumers.</p>

Photography & Photo Developing Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
	<p>photographing costs for each stage:</p> <p>return the amount of the number of photographed stages / total number of stages X total fee</p> <p>- The business shall bear the burden of proof for the album price (newly added)</p>	

17. Maternity Care Centers (1 type of industry)

Maternity Care Centers		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled before entering the center due to:</p> <p>① Business' fault</p> <p>② Consumer's fault</p> <ul style="list-style-type: none"> - 9 or less days before admission date - 10~20 days before admission date - 21~30 days before admission date - 31 or more days before admission date or within 24 hours after contracting <p>2) Contract cancelled after entering the center</p> <p>① Due to the business' fault</p>	<ul style="list-style-type: none"> - Refund deposit and pay 100% of the deposit as compensation - No refund at all - Refund 30% of deposit - Refund 60% of deposit - Full refund of deposit - Refund the balance after deducting the fee for the usage period from the total fee and pay 10% of the total fee as compensation 	<ul style="list-style-type: none"> - In case deposit exceeds 10% of the total fee, the exceeding amount shall be fully refunded and the remaining amount shall be refunded based on the rate set in this Regulations.

Maternity Care Centers		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
② Due to a consumer's fault	- Refund the balance after deducting [the fee for the usage period plus 10% of the total fee] from the total fee	

18. Funeral Service (1 type of industry)

Funeral Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Non-issuance of contract - within 3 months from the date of contracting	- Withdrawal of contract (refund deposit and installment payments)	
2) Contract cancelled/terminated and/or damage caused due to the business' fault	- Before providing the service : contract cancellation (refund payments made) - After providing the service : Compensate for damage	- Full refund in case a consumer becomes eligible for government subsidy after contracting
3) Contract terminated due to a consumer's fault ① Payments made on a monthly basis ② Payments made in an irregularly prepaid installment contract : Termination of contract under which a certain amount of money (irrespective of name) is paid in a lump sum or in installments, and the remaining balance is to be paid after the service is provided	- Refund according to the blow formula - Refund 85% of all the payments made	A penalty shall not be charged if a consumer terminates the contract for any of the following reasons: 1. Suspension or closing of business is reported 2. Suspension of business is ordered 3. Registration is
4) If consumers withdraw contract for a prepaid installment transaction within 14	- Refund deposit and installment	

Funeral Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>days</p> <p>5) Contract termination by a consumer: in case he/she is not provided with the goods, etc. according to the contract</p> <p>6) In case a consumer returns additionally provided products, etc. at the time of terminating the contract</p>	<p>payments</p> <p>- Refund after deducting the penalty calculated according to the KFTC Notification from the received payments</p> <p>- Refund 85% or more of the value indicated by the business (provided that if some of the additional products were consumed or damaged, reduction can be made)</p>	<p>cancelled or erased</p> <p>4. Checking account is suspended by the bank as per 「Banking Act」</p> <p>5. Bankruptcy or rehabilitation procedure is filed</p>
<p>* Formula to calculate cancellation refunds</p> <ul style="list-style-type: none"> • cancellation refunds = reserve fund - recruiting incentives deducted • recruiting incentives deducted = recruiting incentives \times 0.75 + recruiting incentives \times 0.25 \times number of monthly payments made/total number of monthly payments to be made • reserve fund = cumulative total of payments made - cumulative total of management fees • If the reserve fund is less than recruiting incentives deducted, cancellation refunds shall be zero. • Recruiting incentives shall be maximum 10% of total contract amount, provided that it shall not exceed 500,000 won • Monthly management fees shall be maximum 5% of the monthly payment 		

Funeral Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
amount, provided that the total of monthly management fees shall not exceed 500,000 won.		

* Illustration of cancellation refunds for a 10-year maturity funeral service product

no. of payments	monthly fee	rate of management fees	rate of recruiting incentives
120 months	30,000	5%	10%

no. of payments	payments made (cumulative)	management fees (cumulative)	recruiting incentives deducted	cancellation refunds	refund rate
1	30,000	1,500	270,750	0	0.0%
2	60,000	3,000	271,500	0	0.0%
3	90,000	4,500	272,250	0	0.0%
4	120,000	6,000	273,000	0	0.0%
5	150,000	7,500	273,750	0	0.0%
6	180,000	9,000	274,500	0	0.0%
7	210,000	10,500	275,250	0	0.0%
8	240,000	12,000	276,000	0	0.0%
9	270,000	13,500	276,750	0	0.0%
10	300,000	15,000	277,500	7,500	2.5%
11	330,000	16,500	278,250	35,250	10.7%
12	360,000	18,000	279,000	63,000	17.5%
13	390,000	19,500	279,750	90,750	23.3%
14	420,000	21,000	280,500	118,500	28.2%
15	450,000	22,500	281,250	146,250	32.5%
16	480,000	24,000	282,000	174,000	36.3%
17	510,000	25,500	282,750	201,750	39.6%
18	540,000	27,000	283,500	229,500	42.5%
19	570,000	28,500	284,250	257,250	45.1%
20	600,000	30,000	285,000	285,000	47.5%
21	630,000	31,500	285,750	312,750	49.6%
22	660,000	33,000	286,500	340,500	51.6%
23	690,000	34,500	287,250	368,250	53.4%
24	720,000	36,000	288,000	396,000	55.0%
25	750,000	37,500	288,750	423,750	56.5%

no. of payments	payments made (cumulative)	management fees (cumulative)	recruiting incentives deducted	cancellation refunds	refund rate
26	780,000	39,000	289,500	451,500	57.9%
27	810,000	40,500	290,250	479,250	59.2%
28	840,000	42,000	291,000	507,000	60.4%
29	870,000	43,500	291,750	534,750	61.5%
30	900,000	45,000	292,500	562,500	62.5%
31	930,000	46,500	293,250	590,250	63.5%
32	960,000	48,000	294,000	618,000	64.4%
33	990,000	49,500	294,750	645,750	65.2%
34	1,020,000	51,000	295,500	673,500	66.0%
35	1,050,000	52,500	296,250	701,250	66.8%
36	1,080,000	54,000	297,000	729,000	67.5%
37	1,110,000	55,500	297,750	756,750	68.2%
38	1,140,000	57,000	298,500	784,500	68.8%
39	1,170,000	58,500	299,250	812,250	69.4%
40	1,200,000	60,000	300,000	840,000	70.0%
41	1,230,000	61,500	300,750	867,750	70.5%
42	1,260,000	63,000	301,500	895,500	71.1%
43	1,290,000	64,500	302,250	923,250	71.6%
44	1,320,000	66,000	303,000	951,000	72.0%
45	1,350,000	67,500	303,750	978,750	72.5%
46	1,380,000	69,000	304,500	1,006,500	72.9%
47	1,410,000	70,500	305,250	1,034,250	73.4%
48	1,440,000	72,000	306,000	1,062,000	73.8%
49	1,470,000	73,500	306,750	1,089,750	74.1%
50	1,500,000	75,000	307,500	1,117,500	74.5%
51	1,530,000	76,500	308,250	1,145,250	74.9%
52	1,560,000	78,000	309,000	1,173,000	75.2%
53	1,590,000	79,500	309,750	1,200,750	75.5%
54	1,620,000	81,000	310,500	1,228,500	75.8%
55	1,650,000	82,500	311,250	1,256,250	76.1%
56	1,680,000	84,000	312,000	1,284,000	76.4%
57	1,710,000	85,500	312,750	1,311,750	76.7%
58	1,740,000	87,000	313,500	1,339,500	77.0%
59	1,770,000	88,500	314,250	1,367,250	77.2%
60	1,800,000	90,000	315,000	1,395,000	77.5%
61	1,830,000	91,500	315,750	1,422,750	77.7%
62	1,860,000	93,000	316,500	1,450,500	78.0%
63	1,890,000	94,500	317,250	1,478,250	78.2%
64	1,920,000	96,000	318,000	1,506,000	78.4%
65	1,950,000	97,500	318,750	1,533,750	78.7%

no. of payments	payments made (cumulative)	management fees (cumulative)	recruiting incentives deducted	cancellation refunds	refund rate
66	1,980,000	99,000	319,500	1,561,500	78.9%
67	2,010,000	100,500	320,250	1,589,250	79.1%
68	2,040,000	102,000	321,000	1,617,000	79.3%
69	2,070,000	103,500	321,750	1,644,750	79.5%
70	2,100,000	105,000	322,500	1,672,500	79.6%
71	2,130,000	106,500	323,250	1,700,250	79.8%
72	2,160,000	108,000	324,000	1,728,000	80.0%
73	2,190,000	109,500	324,750	1,755,750	80.2%
74	2,220,000	111,000	325,500	1,783,500	80.3%
75	2,250,000	112,500	326,250	1,811,250	80.5%
76	2,280,000	114,000	327,000	1,839,000	80.7%
77	2,310,000	115,500	327,750	1,866,750	80.8%
78	2,340,000	117,000	328,500	1,894,500	81.0%
79	2,370,000	118,500	329,250	1,922,250	81.1%
80	2,400,000	120,000	330,000	1,950,000	81.3%
81	2,430,000	121,500	330,750	1,977,750	81.4%
82	2,460,000	123,000	331,500	2,005,500	81.5%
83	2,490,000	124,500	332,250	2,033,250	81.7%
84	2,520,000	126,000	333,000	2,061,000	81.8%
85	2,550,000	127,500	333,750	2,088,750	81.9%
86	2,580,000	129,000	334,500	2,116,500	82.0%
87	2,610,000	130,500	335,250	2,144,250	82.2%
88	2,640,000	132,000	336,000	2,172,000	82.3%
89	2,670,000	133,500	336,750	2,199,750	82.4%
90	2,700,000	135,000	337,500	2,227,500	82.5%
91	2,730,000	136,500	338,250	2,255,250	82.6%
92	2,760,000	138,000	339,000	2,283,000	82.7%
93	2,790,000	139,500	339,750	2,310,750	82.8%
94	2,820,000	141,000	340,500	2,338,500	82.9%
95	2,850,000	142,500	341,250	2,366,250	83.0%
96	2,880,000	144,000	342,000	2,394,000	83.1%
97	2,910,000	145,500	342,750	2,421,750	83.2%
98	2,940,000	147,000	343,500	2,449,500	83.3%
99	2,970,000	148,500	344,250	2,477,250	83.4%
100	3,000,000	150,000	345,000	2,505,000	83.5%
101	3,030,000	151,500	345,750	2,532,750	83.6%
102	3,060,000	153,000	346,500	2,560,500	83.7%
103	3,090,000	154,500	347,250	2,588,250	83.8%
104	3,120,000	156,000	348,000	2,616,000	83.8%
105	3,150,000	157,500	348,750	2,643,750	83.9%

no. of payments	payments made (cumulative)	management fees (cumulative)	recruiting incentives deducted	cancellation refunds	refund rate
106	3,180,000	159,000	349,500	2,671,500	84.0%
107	3,210,000	160,500	350,250	2,699,250	84.1%
108	3,240,000	162,000	351,000	2,727,000	84.2%
109	3,270,000	163,500	351,750	2,754,750	84.2%
110	3,300,000	165,000	352,500	2,782,500	84.3%
111	3,330,000	166,500	353,250	2,810,250	84.4%
112	3,360,000	168,000	354,000	2,838,000	84.5%
113	3,390,000	169,500	354,750	2,865,750	84.5%
114	3,420,000	171,000	355,500	2,893,500	84.6%
115	3,450,000	172,500	356,250	2,921,250	84.7%
116	3,480,000	174,000	357,000	2,949,000	84.7%
117	3,510,000	175,500	357,750	2,976,750	84.8%
118	3,540,000	177,000	358,500	3,004,500	84.9%
119	3,570,000	178,500	359,250	3,032,250	84.9%
120	3,600,000	180,000	360,000	3,060,000	85.0%

19. Merchandise Coupons & Gift Certificates (1 type of industry)

Merchandise Coupons		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Consumers are denied the return of the remaining amount of the cash certificate after purchasing goods or services, even if the remaining amount is within the range of "Reimbursement Rate." (cash certificate)	- Return the remaining amount in cash	
2) Consumers are denied the purchase of certain goods with coupons for no reason or for reasons that it is during a discount period or sold in a discount store	- Provide the goods in question or refund the coupon's face value in full	
3) Consumers are denied the purchase of goods with coupons for the reason that there has been change in coupon issuer due to transfer of business, etc.	- Allow consumers to buy goods with the coupons	
4) Consumers are denied the purchase of goods with coupons for the reason that effective period has expired, even if it is still within the five-year sunset on the merchandise coupons	- Provide consumers with cash, goods or services in exchange for the coupons within the range of 90% of the face value	
5) Consumers are denied cash refunds of merchandise coupons or gift certificates following businesses' non-provision or delayed provision of goods or services	- Provide cash refunds	
<p>- "Merchandise Coupons," irrespective of name or type, refer to securities in the form of bearer certificates which an issuer issues or sells by indicating a certain amount of money value or quantity of goods or services on them (in writing or in an electronic or magnetic manner). For consumers' part, they can be provided with the goods or services written on the certificates by presenting or giving the</p>		

Merchandise Coupons		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>certificates to the issuer or the party designated by the issuer, or by using the certificates in other manners. However, electronic money or pre-paid electronic payment means regulated under the Electronic Financial Transaction Act shall be excluded.</p> <p>- Reimbursement Rate (= Purchase Price / Coupon Face Value)</p> <ul style="list-style-type: none"> • If the face value exceeds 10,000 won: 60% • If the face value is 10,000 won or under: 80% • If two or more coupons are used at the same time, it shall be based on the total amount of the coupons' face value; provided that in case of a coupon irrelevant to the purchase, it shall not be counted into the total amount. <p>- Liability for compensation lies with coupon issuers (including the stores under direct management) and the parties designated by the coupon issuer (stores accepting the merchandise coupons in question)</p>		

20. Laundry & Dry Cleaning (1 type of industry)

Laundry & Dry Cleaning		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Decolorization, color changes, recontamination, damage, etc.	- Restore to original state under the responsibility of the business (the business paying the costs), and if impossible, compensate for damage	
2) Loss or disappearance of laundry items	- Compensate for damage	

1. Compensation Calculation

① Compensation = Purchase Price x Compensation Ratio (as per the below table)

② Provided that if there are special contractual terms regarding compensation, they shall apply.

2. Partial Deduction of Compensation Amount

① If damage is partly caused by the customer's fault, the portion shall be deducted from the compensation the business has to pay

② If the customer wants damaged laundry delivered, compensation may be partially deducted.

3. Compensation Exemption

① If the customer delivered to the business a confirmation note that there was no problem with the laundry, the business shall bear no liability for compensation or repair. In this case, the confirmation note may be substituted with seal or signature on the service order form; provided that in the event that the business' negligence/fault is proven even though the customer checked and found no damage, it shall not apply.

② Businesses shall not be liable for consumer damage caused by defects in laundry or delays of service in the following cases:

- Customers do not pick up laundry until after 30 days lapse from the date pick-up notification was received.

- Customers do not pick up laundry for three months from the day after the scheduled laundry service completion date (delayed completion date if it was delayed with the consent of the customer).

4. Checking Laundry

- Laundry & dry cleaning businesses are responsible for checking for any damage on garments customers hand over to them.

5. Delivery of Laundry/Dry Cleaning Service Order Form

① When receiving laundry/dry cleaning items, a service order form including the following items shall be given to the customers

- Name, address and telephone number of the business
- Name, address and telephone number of the customer
- The date of receipt of the laundry items
- Scheduled completion date
- Purchase price/date of the laundry items (priced 200,000 won or more only)
- Name, quantity and service charge of the laundry items
- Standard for damage compensation
- Special features (laundry storage fee, whether there is damage, special

contractual terms)

② If a service order form is not issued, the business is liable for lost laundry.

5-1. Compensation Possible Items

① Compensation shall be calculated based on the entries in the service order form; provided that if the business can prove that actual product name, purchase price and date differ from those indicated in the order form, compensation shall be based on the actual information.

② If the business leaves out in the order form the information needed for compensation calculation or fails to issue the order form, it shall be based on the information given by the customer (product name, purchase price/ date of the laundry).

③ If the customer fails to prove product name, purchase price/date and other information of the lunary and it is difficult to calculate compensation amount, the business shall pay the customer 20 times of the service charge as compensation.

6. Compensation Standard for Two-Piece Outfits

① Compensation shall be provided for the whole outfit.

② However, if the customer requests service for one of the two-piece outfit, it shall be provided for the article of clothing in question.

7. Allotment of Compensation Amount for Two-Piece Outfits

① For two pieces in one set: Coat/Jacket (65%), Pants/Skirt (35%)

② For three pieces in one set: Coat/Jacket (55%), Pants/Skirt (35%), Blouse/Vest (10%)

③ Hanbok: Skirt/Coat (50%), Pants (50%)

④ If two or more pieces in one set are separately priced, it shall be based on the individual price.

8. For damaged accessory items (fur, collars & hats), it shall be based on the particular damaged item only; provided that if the accessory items are an essential part of the whole outfit (e.g. winter hat), it shall be calculated for the whole outfit.

Compensation Ratio

ratio(%) useful life	95	80	70	60	50	45	40	35	30	20	10	
1	0~14	15~44	45~89	90~134	135~179	180~224	225~269	270~314	315~365	366~547	548~	Number of use days
2	0~28	29~88	89~178	179~268	269~358	359~448	449~538	539~628	629~730	731~1,095	1,096~	
3	0~43	44~133	134~268	269~403	404~538	539~673	674~808	809~943	944~1,095	1,096~1,642	1,643~	
4	0~57	58~177	178~357	358~537	538~717	718~897	898~1,077	1,078~1,257	1,258~1,460	1,461~2,190	2,191~	
5	0~72	73~222	223~447	448~672	673~897	898~1,122	1,123~1,347	1,348~1,572	1,573~1,825	1,826~2,737	2,738~	
6	0~86	87~266	267~536	537~806	807~1,076	1,077~1,346	1,347~1,616	1,617~1,886	1,887~2,190	2,191~3,285	3,286~	
	number of use days (counted from the purchase date until the date the service is asked for irregardless of whether it was worn)											

Average Durable Period by Product Item

Classification	Product Item	Material	Purpose	Product Description	Durable Period
Western-Style Clothes	Men's Suits	Wool/Mixed Wool/Silk/ Others	Summer Spring/Fall Winter Clothes		3 4 4
	Coat			Overcoats Raincoats	4
	Women's Suits	Wool/Mixed Wool/Silk/ Others	Summer Spring/Fall Winter Clothes		3 4 4
	Skirt, Trousers, Jacket/Jumper	Wool/Mixed Wool/Silk/ Others	Summer Spring/Fall Winter Clothes	Tight/Flair skirts, Pantskirts (Culottes, Jumper Skirts) Trousers, Slacks, Pantaloons, Pants	3 4 4
	Sportswear			Exercise Clothes, Sports Uniforms, Swim Suits	3
	Shirts			Cotton Shirts, T-Shirts, Button-Up Shirts, Turtlenecks, Dress Shirts	2
Western-Style Clothes	Blouse	Silk Others			3 2
	Sweater			Sweater, Cardigan	3
	Uniform	Working Office School			2 2 3
Hanbok	Skirt/Coat/Pants /Outer Coat/ Vest/ Overcoat	Silk/Velvet Others			4
Interior/Decoration	Carpet	Wool Others			6 5
Bags	Leather Bag	Leather, Fake Leather, etc.			3
	General Bag	Fabric, etc.			2
Clothes Accessory	Scarf	Silk, Wool Others			3 2
	Muffler				3
	Neck Tie				2
Undergarment	Foundation,				2

Classification	Product Item	Material	Purpose	Product Description	Durable Period
Apparel	Lingerie, Underwear				
Leather Goods	Outer Clothes	Pig/Reptile Skin			3
		Others			5
	Others				3
	Fake Leather				3
Interior/Decoration	Blanket	Wool			5
		Others			4
	Sofa	Natural Leather			5
		Others			3
	Curtain		Spring/Summer Fall/Winter		2 3
Bedclothes	Blanket, Mattress, Bedcovers				3
Shoes	Leather and Special material			Leather Shoes, Hiking Boots (excl. Light Hiking Shoes), etc.	3
	General Shoes			Sneakers, Rubber Shoes, etc.	1
Hats					1
Fur Products	Outer Clothes	Rabbit Fur			3
		Others			5
	Others				3

21. Social Commerce Service (1 type of industry)

Social Commerce Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled/terminated due to the business' fault</p> <ul style="list-style-type: none"> - Selling through false/exaggerated advertising or fraudulent acts - Unilateral change in contractual terms - Suspension of business or closing the Website without due notice - Suspension of business by goods provider - Defective products or delivery of defective products 	- Refund of service purchase price	As for the items for which this Regulations has separate rules, they shall take precedence.
<p>2) The business restricts or interferes with a consumer's withdrawal of application for the contract</p> <ul style="list-style-type: none"> - Rejecting withdrawal - Restricting or intentionally delaying withdrawal 	- Refund of service purchase price and pay 10% of the price as compensation	
<p>3) Contract cancelled/terminated due to a consumer's fault</p> <ul style="list-style-type: none"> - Within 7 days from purchase 	- Refund of service purchase price	
<p>4) The business restricts a consumer's use of coupons</p> <ul style="list-style-type: none"> - Intentional discrimination from general users 	- Refund of service purchase price and pay 10% of the price as compensation	
<p>5) Expiry dates of goods purchasing coupons</p> <ul style="list-style-type: none"> - Expiry date stated unclearly 	- Refund of service	

Social Commerce Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Sold out before use-by date <p>6) Other matters regarding goods purchasing coupons</p> <ul style="list-style-type: none"> - Delayed coupon dispatch - If a consumer demands refund of unused coupons within the period of contract application withdrawal 	<p>purchase price</p> <ul style="list-style-type: none"> - Refund of service purchase price and pay 10% of the price as compensation <ul style="list-style-type: none"> - Refund of service purchase price - Refund service purchase price after deducting the amount for the used coupons 	

22. Accommodation Service (1 type of industry)

Accommodation Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Weekdays in high season</p> <p>① Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Cancelled until 10 days before the booked-for date or on the date of contracting - Cancelled until 7 days before the booked-for date - Cancelled until 5 days before the booked-for date - Cancelled until 3 days before the booked-for date - Cancelled until one day before the booked-for date or on the booked-for date <p>② Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancelled until 10 days before the booked-for date - Cancelled until 7 days before the booked-for date - Cancelled until 5 days before the booked-for date 	<ul style="list-style-type: none"> - Refund of deposit - Refund after deducting 10% of total charge - Refund after deducting 30% of total charge - Refund after deducting 50% of total charge - Refund after deducting 80% of total charge - Refund of deposit - Refund of deposit and pay 10% of total charge as compensation - Refund of deposit and pay 30% of total charge as compensation 	<ul style="list-style-type: none"> - If a consumer does not make any notification until the booked-for time, it is deemed as cancellation on the booked-for date. * High season is the specific period stipulated by the business in the contract. If there is no mention in the contract, the following period shall be applied: - Summer:

Accommodation Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Cancelled until 3 days before the booked-for date - Cancelled until one day before the booked-for date or on the booked-for date <p>2) Weekends in high season</p> <p>① Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Cancelled until 10 days before the booked-for date or on the date of contracting - Cancelled until 7 days before the booked-for date - Cancelled until 5 days before the booked-for date - Cancelled until 3 days before the booked-for date - Cancelled until one day before the booked-for date or on the booked-for date <p>② Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancelled until 10 days before the booked-for date - Cancelled until 7 days before the booked-for date 	<ul style="list-style-type: none"> - Refund of deposit and pay 50% of total charge as compensation - Compensate for damage - Refund of deposit - Refund after deducting 20% of total charge - Refund after deducting 40% of total charge - Refund after deducting 60% of total charge - Refund after deducting 90% of total charge - Refund of deposit - Refund of deposit and pay 20% of total 	<p>Jul 15 ~ Aug 24</p> <p>- Winter: Dec 20 ~ Feb 20</p>

Accommodation Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Cancelled until 5 days before the booked-for date - Cancelled until 3 days before the booked-for date - Cancelled until one day before the booked-for date or on the booked-for date <p>3) Weekdays in low season</p> <p>① Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Cancelled until 2 days before the booked-for date - Cancelled until one day before the booked-for date - Cancelled on the booked-for date or no-show without prior notification <p>② Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancelled until 2 days before the booked-for date - Cancelled until one day before the booked-for date - Cancelled on the booked-for date 	<p>charge as compensation</p> <ul style="list-style-type: none"> - Refund of deposit and pay 40% of total charge as compensation - Refund of deposit and pay 60% of total charge as compensation - Compensate for damage <ul style="list-style-type: none"> - Refund of deposit - Refund after deducting 10% of total charge - Refund after deducting 20% of total charge <ul style="list-style-type: none"> - Refund of deposit - Refund of deposit and pay 10% of total charge as compensation - Refund of deposit and pay 20% of total 	

Accommodation Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>4) Weekends in low season</p> <p>① Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Cancelled until 2 days before the booked-for date - Cancelled until one day before the booked-for date - Cancelled on the booked-for date or no-show without prior notification <p>② Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancelled until 2 days before the booked-for date - Cancelled until one day before the booked-for date - Cancelled on the booked-for date 	<p>charge as compensation</p> <ul style="list-style-type: none"> - Refund of deposit - Refund after deducting 20% of total charge - Refund after deducting 30% of total charge - Refund of deposit - Refund of deposit and pay 20% of total charge as compensation - Refund of deposit and pay 30% of total charge as compensation 	

23. Food & Beverage (19 types of industries)

Soft Drinks, Confectioneries, Frozen Snacks, Dairy Products, Canned Goods, Pastries, Sugar & Flour, Edible Oil, Processed Meat, Seasoning, Sauce, Tea, Noodles, Nutritious Food, Alcohol & Liquor, Lunch Packages, Side Dishes, Frozen Food, Drinking Water		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Shortfall in content & volume 2) Rotting & spoiling 3) Lapse of expiration date 4) Foreign substances mixed in 5) Side effects 6) Accidents or injuries due to damaged packaging/containers	- Product replacement or refund of purchase price - Compensate for medical and other expenses and lost daily income	- Lost daily income refers to income loss proven to be caused by damage. If it is difficult to prove the amount, market unit wage shall be used.

24. Credit Card Industry (1 type of industry)

Credit Card Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Unauthorized use by a third party less than 60 days prior to the date of report on lost/stolen cards	- Full compensation for damage	- Comparative negligence is allowed if a consumer is at fault (based on credit card user stipulation)
2) Unauthorized use by a third party before the card holder receives the issued card	- Full compensation for damage	- However, comparative negligence is allowed, 1. if the card holder recognized the unauthorized use following non-receipt (receipt by a third party, etc.) but wrongful billing still occurs due to belated reporting.
3) Unauthorized use by a third party due to wrongful issuance of a card using a stolen name or using counterfeit cards	- Waiver of the card holder's financial obligation	- In the damage type 3) case, if a consumer has intentional or gross negligence, compensation shall not be made

Credit Card Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
4) If affiliate shop fees are charged to card users	- Credit card accepting shops return the fees	
5) Passwords are leaked out		
① Passwords are revealed due to irresistible violence at the time of cards being lost or stolen, or injury inflicted on family members' or his/her own body/life	- Full compensation for damage	
② Passwords are leaked out due to counterfeiting	- Full compensation for damage	
6) Rejection of refutations by card companies for the following reasons:	- Refuse to make installment payments generated after the notification date of payment refusal to the card company	- Payment refusals are limited to installment payments for 200,000 won or more, and a written request shall be made to the card company within the installment payment period.
① Nullification, retraction, cancellation or termination of installment contracts		
② Installment contracts are canceled because the contracts were made by errors, fraud, coercion and with a minor without consent of his/her legal agent		
③ In case of flaws in goods or apparent difference from catalogues and samples, affiliate shops failed to perform warranty liability despite request		
④ In case of ongoing transaction contracts, request of contract cancellation is made due to affiliate shops' fault but rejected		
⑤ Goods or services are not delivered or provided entirely or partially		
⑥ The purpose of installment transaction		

Credit Card Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
cannot be achieved due to affiliate shops' bankruptcy or other defaults 7) Wrongfully registered as a credit delinquent	- Remove name from Credit Law Delinquent List & compensation for damage	

25. Pet Selling Industry (1 type of industry)

Pet Selling Industry (limited to dogs and cats)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) If animals die within 15 days after purchase	- Provide a same type of pet or refund purchase price (provided that if death occurs due to the consumer's gross fault, compensation claim is impossible)	
2) If animals get sick within 15 days after purchase	- The pet shop owner returns the animal to the consumer after curing it to its original state; provided that if recovery takes more than 30 days or death occurs during treatment, provide a same type of pet or refund purchase price	
3) If a contract was not provided to the consumer	- Cancellation of the contract (within seven days after the purchase date only)	
<p>- When selling pet animals, pet shop owners must provide a written document containing the following items to the consumers:</p> <p>①Name & address of pet distributor</p> <p>②Pet birth date & date when the pet was received by the seller</p> <p>③Pedigree, sex, color and special features when sold</p> <p>④Vaccination record for immunization and pesticide</p> <p>⑤Veterinary/medication record</p> <p>⑥Health condition when sold</p> <p>⑦Purchase price & purchase date</p>		

26. Language Training Business (2 types of industry)

Overseas Language Training Program Agency		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancellation requested after signing a contract - Agency work not performed or scheduled departure is delayed for three or more months <p>2) 2) Contract cancelled or terminated due to a consumers' fault</p> <ul style="list-style-type: none"> - Contract termination requested after signing a contract - Contract termination requested after document translation and application form is complete - Contract termination requested after application forms are mailed out - Contract termination requested after admission is granted - Contract termination requested after visa is issued 	<ul style="list-style-type: none"> - Refund agency fee plus 10% of the fee as compensation - Refund agency fee plus 30% of the fee as compensation - Refund after deducting 10% of agency fee - Refund after deducting 30% of agency fee - Refund after deducting 50% of agency fee - Refund after deducting 70% of agency fee - Refund after deducting 90% of agency fee 	<ul style="list-style-type: none"> - Refund policy of the school in question shall take precedence. Without a specific refund policy, the subject rules shall apply.

Domestic Language Training Program (including agency business)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to the business' fault</p> <p>① Before the start of the program</p> <ul style="list-style-type: none"> - Notified until 10 days before the start - Notified until one day before the start - Notified on the starting day <p>② After the start of the program</p>	<ul style="list-style-type: none"> - Refund prepaid amount and pay compensation equivalent to deposit - Refund prepaid amount and pay 20% of total expenses as compensation - Refund prepaid amount and pay 30% of total expenses as compensation - Refund prepaid amount and pay 1/3 of total expenses as compensation 	<ul style="list-style-type: none"> - If deposit exceeds 10% of total expenses, 10% of total expenses shall be the penalty. - Deposit refers to any expenses paid at the time of concluding a contract regardless of its name, which can be "filing fee," "administrative charge," or any other.
<p>2) Contract cancelled due to a consumer's fault</p> <p>① Before the start of the program</p> <ul style="list-style-type: none"> - Notified until 10 days before the start - Notified until one day before the start - Notified on the starting day <p>② After the start of the program</p> <ul style="list-style-type: none"> - Before 1/3 of the program period lapses 	<ul style="list-style-type: none"> - Deposit becomes penalty. - Refund after deducting 20% of total expenses - Refund after deducting 30% of total expenses - Refund the amount equivalent to 2/3 of total expenses 	

Domestic Language Training Program (including agency business)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Before 1/2 of the program period lapses - After 1/2 of the program period lapses 	<ul style="list-style-type: none"> - Refund the amount equivalent to 1/2 of total expenses - no refund 	

27. Travel Industry (2 types of industries)

Domestic Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Damage due to travel cancellation</p> <ul style="list-style-type: none"> - Cancellations by the travel agency due to the agency's fault <p><One Day Trip></p> <ul style="list-style-type: none"> •Cancellation notified until three days before departure •Cancellation notified until two days before departure •Cancellation notified until one day before departure •Cancellation notified on the day of departure or notification not made <p><Overnight Trip></p> <ul style="list-style-type: none"> •Cancellation notified until five days before departure •Cancellation notified until two days before departure •Cancellation notified until one day before departure 	<ul style="list-style-type: none"> - Refund of deposit - Refund of deposit plus pay 10% of total fee as compensation - Refund of deposit plus pay 20% of total fee as compensation - Refund of deposit plus pay 30% of total fee as compensation - Refund of deposit - Refund of deposit plus pay 10% of total fee as compensation - Refund of deposit plus pay 20% of total fee as 	<ul style="list-style-type: none"> - Same stipulation as standard contract terms for domestic travel

Domestic Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> •Cancellation notified on the day of departure or notification not made 	compensation – Refund of deposit plus pay 30% of total fee as compensation	
– Cancellations by a consumer due to the consumer's fault <One Day Trip> <ul style="list-style-type: none"> •Cancellation notified until three days before departure •Cancellation notified until two days before departure 	– Full refund – Consumers pay 10% of total expenses as compensation	
<ul style="list-style-type: none"> •Cancellation notified until one day before departure 	– Consumers pay 20% of total expenses as compensation	
<ul style="list-style-type: none"> •Cancellation notified on the day of departure or no show without notification 	– Consumers pay 30% of total expenses as compensation	
<Overnight Trip> <ul style="list-style-type: none"> •Cancellation notified until five days before departure •Cancellation notified until two days before departure 	– Full refund – Consumers pay 10% of total fee as compensation	

Domestic Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> •Cancellation notified until one day before departure •Cancellation notified on the day of departure or no show without notification -Contract terminations by a consumer due to the travel agency's violation of contractual terms (before travel) <p><One Day Trip></p> <ul style="list-style-type: none"> •Contractual changes notified until three days before departure •Contractual changes notified until two days before departure •Contractual changes notified until one day before departure •Contractual changes notified on the day of departure or notification not made <p><Overnight Trip></p> <ul style="list-style-type: none"> •Contractual changes notified until five days before departure 	<ul style="list-style-type: none"> - Consumers pay 20% of total fee as compensation - Consumers pay 30% of total fee as compensation - Refund of deposit - Refund of deposit plus pay 10% of total fee as compensation - Refund of deposit plus pay 20% of total fee as compensation - Refund of deposit plus pay 30% of total fee as compensation - Refund of deposit 	

Domestic Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> •Contractual changes notified until two days before departure •Contractual changes notified until one day before departure •Contractual changes notified on the day of departure or notification not made 	<ul style="list-style-type: none"> - Refund of deposit plus pay 10% of total fee as compensation - Refund of deposit plus pay 20% of total fee as compensation - Refund of deposit plus pay 30% of total fee as compensation 	
- Cancellations by travel agencies due to shortage in number of travelers (failure to fulfill the notification obligation)	- Refund of deposit & pay 100% of the deposit as penalty	
2) Damage due to contractual violations by travel agencies (after travel)	- Compensate for any damage suffered by traveler(s)	
3) Damage accidentally or intentionally caused by travel agencies/ travel-related industries	-Compensate for any damage suffered by traveler(s)	
4) Damage due to lost/stolen luggage or other accidents while traveling	-Compensate for any damage suffered by traveler(s)	

Domestic Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
5) Delay in itinerary or failure to transport due to travel agencies' accidental or intentional fault	-Compensate for any damage suffered by traveler(s)	-Includes accidental or intentional fault by transportation companies due to vehicle breakdowns or traffic accidents

Overseas Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Damage due to cancellations - Cancellations by travel agencies due to the agency's fault • Cancellation notified until 20 days before departure • Cancellation notified 10~19 days before departure	- Compensate for any damage suffered by traveler(s) - Pay 10% of total fee as compensation - Pay 15% of total fee as compensation	

Overseas Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> • Cancellation notified 8~9 days before departure • Cancellation notified 1~7 days before departure • Cancellation notified on the day of departure <ul style="list-style-type: none"> - Contract cancellation requests by travelers • Cancellation notified until 20 days before departure • Cancellation notified 10~19 days before departure • Cancellation notified 8~9 days before departure • Cancellation notified 1~7 days before departure • Cancellation notified on the day of departure <ul style="list-style-type: none"> - Cancellations notified seven days before departure due to shortage in the number of travelers - Travel agencies fail to notify cancellation due to shortage in the number of travelers until seven days before departure • Cancellation notified until one day before departure • Cancellation notified on/until the day of departure 	<ul style="list-style-type: none"> - Pay 20% of total fee as compensation - Pay 30% of total fee as compensation - Pay 50% of total fee as compensation - Pay 10% of total fee as compensation - Pay 15% of total fee as compensation - Pay 20% of total fee as compensation - Pay 30% of total fee as compensation - Pay 50% of total fee as compensation - Refund of deposit - Pay 30% of total fee as compensation - Pay 50% of total fee as compensation 	
2) Damage due to contractual violations by	- If there is no physical	

Overseas Travel		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
travel agencies (after travel)	injury, pay compensation maximum full travel fee - If there is physical injury, pay consolation money, medical expenses, compensation for business suspension, etc.	
3) Damage accidentally or intentionally caused by travel agencies	- Compensate for any damage suffered by traveler(s)	

28. Wedding Ceremony Service (1 type of industry)

Wedding Ceremony Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - More than two months before wedding day - Less than two months before wedding day 	<ul style="list-style-type: none"> - Refund deposit and pay 100% of the deposit as compensation - Pay the amount of wedding costs as compensation 	<ul style="list-style-type: none"> - Important pictures refer to pictures for officiant, bride and groom, bride only, parents from both sides, family members and friends.
<p>2) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - More than two months before wedding day - Less than two months before wedding day 	<ul style="list-style-type: none"> - Refund deposit - Deposit becomes penalty 	
<p>3) Unfair treatment due to non-use of accessory goods and facilities</p>	<ul style="list-style-type: none"> - Refund the amount of wedding costs 	
<p>4) Non-use of accessory goods and services due to the business' accidental or intentional fault</p>	<ul style="list-style-type: none"> - Pay double the amount of total usage cost as compensation 	
<p>5) Damage related to wedding pictures</p> <ul style="list-style-type: none"> - Pictures taken without consumer consent 	<ul style="list-style-type: none"> - Refund the amount of photographing costs 	

Wedding Ceremony Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
- Consumer-requested pictures are stolen or damaged	- Compensate for damage as in the following:	
<p>1. If a consumer wants all or some of the important pictures are retaken, the business shall bear the costs; and additionally pay the consumer the amount of photographing costs (specified in the contract) if all of the pictures are retaken, and double the amount of photographing costs if part of the pictures are retaken.</p> <p>2. If a consumer does not want rephotographing, the business shall pay triple the photographing costs.</p>		

29. Online Game Service (1 type of industry)

Online Game Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contracting with a minor without consent of his/her legal agent</p> <p>2) Service disconnected or disrupted</p> <p>① Without prior notice</p> <ul style="list-style-type: none"> - Service disconnected or disrupted for 3 days or longer; or for more than 72 cumulative hours in a month - Damage arising from service disconnection or disruption for 4 or more cumulative hours in a day <p>② With prior notice</p> <ul style="list-style-type: none"> - Service disconnected or disrupted for more than 10 hours even though the disconnection or disruption for server inspection, etc. was notified beforehand 	<ul style="list-style-type: none"> - Contract cancellation - Cancel contract and refund service charge for the remaining period; provided that it shall apply only to period-based services (including monthly flat-fee and period-based items) - Free extension of service period by triple the disconnected or disrupted hours - Free extension of service period by the extra hours 	<ul style="list-style-type: none"> - Service disconnection or disruption time shall be counted from the moment a consumer notifies the service provider of the fact unless there is other evidence favourable to him/her. However, if such event occurs due to uncontrollable reasons (like natural disasters) or the consumer's fault, the time shall be excluded. - Prior notice is deemed to be made if service disconnection or disruption was notified 24 hours beforehand.

Online Game Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
3) If a consumer demands withdrawal of the contract to purchase paid items sold by the business within seven days after purchase	- Refund the purchase price of paid items	- It shall not apply if a prior notice is made that withdrawal of a purchasing contract is not allowed under the Online Contents Industry Development Act
4) Use of service is rejected	- Solve the problem; provided that in case of paid service, free extension of service period by the suspended hours	

30. Transportation Service (9 types of industries)

Rental Buses, Special Passenger Vehicles		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Transportation failure due to the business' fault</p> <p>-Transportation cancelled after contracting (before departure)</p> <p>-Transportation unfulfilled due to breakdowns, traffic accidents and/or other reasons</p>	<p>- Refund deposit and pay 50% of total fare as penalty</p> <p>- Return fare & compensate for any damage or loss suffered by passenger(s)</p>	
<p>2) Different transportation service from that indicated in the contract (after departure)</p>	<p>- Compensate for any damage suffered by passenger(s)</p>	
<p>3) Property damage or physical injury caused by the driver's accidental or intentional fault</p>	<p>- Compensate for any damage suffered by passenger(s)</p>	

General Commercial Vehicles, Individual Commercial Vehicles, Delivery Vehicles		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Burglary, damage, weight reduction or spill during transportation	- Refund fare (if prepaid) & compensate for damage	- In case of damages due to consumer's fault or uncontrollable circumstances such as natural disasters, it shall not apply.
2) Rotting/spoiling due to delayed transportation and delays	- Refund fare (if prepaid) & compensate for damage	
3) Damage due to firearms, inflammable or pharmaceutical substances	- Refund fare (if prepaid) & compensate for damage	- For damage to agriculture, fishery and livestock products (loss, damage, weight reduction, etc.), compensation shall be calculated based on the current market price as of the delivery date indicated in the bill.
4) Charging costs exceeding the agreed amount	- Refund the difference	

Intercity Buses		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Lost baggage</p> <p>2) Transportation failure due to circumstances on the business's part</p> <ul style="list-style-type: none"> - Transportation cancelled - Failure to aboard due to early starts - Transportation unfulfilled due to breakdowns, traffic accidents and/or other reasons 	<ul style="list-style-type: none"> - Compensate for any damage suffered by passenger(s) - Refund fare and pay 10% of total fare as compensation - Refund fare and pay 10% of total fare as compensation - If a passenger gives up travel: refund the bus fare for the remaining distance plus 20% of the amount - If a passenger continues travel: provide alternative transportation service & refund 20% of the bus fare for the remaining distance 	<ul style="list-style-type: none"> - Stipulations set based on transportation contract terms (express buses)

Intercity Buses		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
3) Transportation delays due to circumstances on the business' part -Over 50% delay from normal time -Over 100% delay from normal time	- Pay 10% of total fare as compensation - Pay 20% of total fare as compensation	
4) Property damage or physical injury due to the driver's accidental or intentional fault	- Compensate for any damage suffered by passenger(s)	
5) Ticket returns by passengers (postponing travel) - Before departure - Until up to two days after departure date - Three days or more have lapsed after departure date	- Refund total fare after deducting 10% - Refund total fare after deducting 20%; provided that in the case of weekends, off-days or holidays, refund the fare after deducting 50% -Invalid	

Passenger Trains		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Suspension of Service - Due to uncontrollable circumstances such as laws & statutes, order from an govt agency, war, riot, natural disasters, etc. - Due to reasons under the responsibilities of the Rail Corporation such as breakdown in train/track, labor strike, labor dispute, etc.	- Refund of the fare for the remaining distance - Full refund of ticket value	
2) Delays - Amount of Refund		
<div><div>Type</div><div>Delayed Time</div></div>	KTX	Regular Trains
20~40min	12.5%	
40~60min	25%	12.5%
60~80min	50%	
80~120min		25%
Over 120 min		50%

- Refund shall be made within a year from the boarding date

- If the section a passenger did not travel is shorter than the minimum distance, minimum fare shall be refunded; provided that if discount rate was given, the same rate shall be applied to the minimum fare to be refunded.

- For delays, refund shall be made based on the ticket value in the case of regular tickets (in case fare was discounted, discounted amount deducted fare), and based on the one-time fare in the case of periodical tickets

Passenger Trains		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>3) Ticket returns</p> <p>① Online return of self-issued tickets from one day before departure until one hour before departure time</p> <p>② Returned at the station</p> <ul style="list-style-type: none"> - Until two days before departure - From one day before departure until before the departure time - After the departure time 	<ul style="list-style-type: none"> - Refund of fare after deducting minimum charge - Refund of fare after deducting minimum commission - Refund of the received amount after deducting 10% - Refund of the received amount after deducting the fare until the next station the subject train will stop; provided that in case the fare is less than 10% of the received amount, refund shall be made after deducting 10% of the received amount 	<ul style="list-style-type: none"> - Minimum charge is the amount specified by passenger transportation contract terms. - Based on the time-table for trains and return claims set up and posted by the Railroad Corporation

Cargo Trains		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
- Lost or damaged cargo	- Compensation for damage	

Air Transportation (Domestic Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Lost or damaged baggage	- Compensate for any damage or loss (based on air transport contract terms)	- In case of paying advalorem tax after filing a cargo claim, it shall be based on the claimed amount.
2) Flight failures due to the business' accidental or intentional fault; provided that in case of uncontrollable circumstances such as meteorological conditions, unexpected circumstances at airports, flight connection difficulties and unplanned equipment maintenance for a safety reason, it shall not apply.	- Bear expenses for room and board of a reasonable level, if needed	
① If alternative flights are provided		
- Within three hours	- 20% of the fare compensated	- Cancellation of scheduled flight, reservation
- After four hours	- 30% of the fare compensated	cancellation without confirming with a passenger or the one who booked the ticket, overbooking, and failure to keep the records of passengers who have reserved airline tickets
② If alternative flights are not provided	- Refund the fare	- Alternative flights

Air Transportation (Domestic Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>3) Flight delays due to the business' accidental or intentional fault; provided that in case of uncontrollable circumstances such as meteorological conditions, unexpected circumstances at airports, flight connection difficulties and unplanned equipment maintenance for a safety reason, it shall not apply.</p> <p>① Flight delayed for 2~3 hours</p> <p>② Flight delayed for three or more hours</p> <p>4) Provisions on unused passenger tickets upon request for refund prior to the expiration date of tickets (or a separate period indicated in the contract stipulations) due to circumstances on a passenger's part</p> <ul style="list-style-type: none"> - Nonuse of tickets - Partial use of tickets 	<p>and provide airline tickets or exchange tickets for the flight in question</p> <ul style="list-style-type: none"> - Bear expenses for room and board of a reasonable level, if needed - Compensate 20% of the fare - Compensate 30% of the fare - Full refund of the paid fare - Refund after deducting the fare for the boarded section 	<p>refer to those provided within 12 hours (including other airlines)</p> <p>- For reservations not cancelled within a set period, cancellation charge shall be deducted; if service charge and communication cost are incurred, the latter shall be deducted from the total fare.</p>

Air Transportation (Domestic Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>5) Provisions for refund in case of lost tickets</p> <p>① If not having purchased alternative airline tickets</p> <ul style="list-style-type: none"> - Nonuse of lost tickets - Partial use of lost tickets <p>② If having purchased alternative airline tickets</p>	<ul style="list-style-type: none"> - Full refund of the paid fare - Refund after deducting the fare for the boarded section - Refund the amount of alternative ticket purchasing price 	<ul style="list-style-type: none"> - Refund on lost tickets shall be provided if report of loss is made within a set period, after confirming non-use and non-refund of the ticket by the ticket purchaser or other party, and after making an agreement about compensation for duplicate use. - Tickets for same airline & flight route as lost tickets

Air Transportation (International Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Lost or damaged cargo</p> <p>2) Provisions on unused passenger tickets upon request for refund prior to the expiration date of tickets (or a separate period indicated in the contract stipulations) due to circumstances on passengers' part</p> <ul style="list-style-type: none"> - Nonuse of tickets - Partial use of tickets <p>3) Provisions for refund in case of lost tickets</p> <p>① If not having purchased alternative airline tickets</p>	<ul style="list-style-type: none"> - Compensate for any damage or loss (based on air transport contract terms) - Refund the amount of difference after deducting applied service charge and communication cost from ticket price - Refund the amount of difference after deducting the fare for the used section, applied service charge and communication cost from ticket price 	<ul style="list-style-type: none"> - In case advalorem tax has been paid after filing a cargo claim, it shall be based on the claimed amount - For reservations not cancelled within a set period, cancellation charge shall be deducted; if service charge and communication cost are incurred, the latter shall be deducted from the total fare. - Refund on lost tickets shall be provided if report of loss is made

Air Transportation (International Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Nonuse of lost tickets - Partial use of lost tickets 	<ul style="list-style-type: none"> - Full refund of the paid fare - Refund after deducting the fare for the boarded section 	<p>within a set period, after confirming non-use and non-refund of the ticket by the ticket purchaser or other party, and after making an agreement about compensation for duplicate use.</p>
<p>② If having purchased alternative airline tickets (same route)</p>	<ul style="list-style-type: none"> - Refund the amount of alternative ticket purchasing price 	<ul style="list-style-type: none"> - Tickets for same airline & flight route as lost tickets
<p>③ Reissuing lost tickets</p>	<ul style="list-style-type: none"> - Issue a ticket for the section not boarded 	<ul style="list-style-type: none"> - An agreement shall be made about compensation for duplicate use of tickets by the ticket purchaser or other party, and the passenger shall bear the expense for service charge (reissuing charge)
<p>4) Flight failures (cancellation of scheduled flights, cancellation of reserved tickets, OVERBOOKING, NO-RECORD, etc.) due to the business' accidental or intentional fault; provided that in case of uncontrollable circumstances such as meteorological conditions, unexpected circumstances at airports, flight connection difficulties and unplanned equipment maintenance for a safety reason, it shall not apply.</p>	<ul style="list-style-type: none"> - Bear expenses for room and board of a reasonable level, if needed 	<ul style="list-style-type: none"> - Based on arriving at the destination - Passengers

Air Transportation (International Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>① If an alternative flight is provided</p> <ul style="list-style-type: none"> - Within 4 hours from flight time •An alternative flight provided within four hours •An alternative flight provided after the lapse of four hours <ul style="list-style-type: none"> -After the lapse of four hours from flight time •An alternative flight provided within four hours •An alternative flight provided after the lapse of four hours <p>② If an alternative flight is not provided</p> <p>③ If passenger(s) refuse to use alternative flights</p> <p>5) Flight delays due to the business'</p>	<ul style="list-style-type: none"> -Pay USD100 as compensation -Pay USD200 as compensation -Pay USD200 as compensation -Pay USD400 as compensation - Refund the fare for the section in question plus USD 400 as compensation - Refund the fare for the section in question and provide compensation based on the earliest available time of alternative flights in accordance with provisions in ① - Bear expenses for 	<p>arriving past final boarding time set by each airline shall be excluded</p> <ul style="list-style-type: none"> - Compensation amount shall not exceed maximum limit - Four-hour flight time equals the distance of 3,500km - Based on arriving at destination

Air Transportation (International Flights)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>accidental or intentional fault; provided that in case of uncontrollable circumstances such as meteorological conditions, unexpected circumstances at airports, flight connection difficulties and unplanned equipment maintenance for a safety reason, it shall not apply.</p> <p>① Flight delayed for 2 ~ 4 hours</p> <p>② Flight delayed for four or more hours</p>	<p>room and board of a reasonable level, if needed</p> <p>- Compensate 10% of the fare</p> <p>- Compensate 20% of the fare</p>	

Maritime Transportation (Domestic Passenger Ships)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Lost baggage	- Compensate for any damage or loss (based on passenger transport contract terms))	
2) Operation failure due to the business' accidental or intentional fault <ul style="list-style-type: none"> - Cancellation of ship operation - Suspension of ship operation due to negligence/fault, accidents or other reasons <ul style="list-style-type: none"> •Arrive at destination port through another passenger ship •Sail back • In a passenger does not want to continue travel 	<ul style="list-style-type: none"> - Refund of fare and pay 10% as compensation -Fare non-refundable (separate payment for delays) -Full refund of total fare plus 20% of the fare as compensation - Refund of fare for the remaining distance and pay 20% of the fare as compensation 	<ul style="list-style-type: none"> - In case of uncontrollable circumstances such as meteorological/ sea route conditions and safety issues, it shall not apply.
3) The business' accidental or intentional operation delays		<ul style="list-style-type: none"> - In case of uncontrollable circumstances such as meteorological/ sea route conditions

Maritime Transportation (Domestic Passenger Ships)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>- If delayed for 50% or more of normal time (express liners & ocean greyhounds)</p> <p>* Additional Fare Rate</p> <ul style="list-style-type: none"> • Express liners (15~20 knots): 15% added on basic fare • Ocean greyhounds (20~35 knots): 50% added on basic fare • Ocean greyhounds (35 knots or over): 90% added on basic fare <p>4) Property damage or physical injury due to accidental or intentional fault of carriers</p>	<p>- Full refund of additional fare</p> <p>- Compensate for any damage suffered by passenger(s)</p>	<p>and safety issues, and if departing within one hour, it shall not apply.</p> <p>- Burden of proving actual damage lies with the passenger</p>

31. Overseas Study Program Agencies (1 type of industry)

Overseas Study Program Agencies		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Contract cancelled due to the business' fault	- Full refund of agency fee & compensate for damage	
2) Contract cancelled or terminated due to a consumer's fault		
- Before notifying school selection	- Refund after deducting 20% of agency fee	
- After notifying school selection but prior to mailing enrollment documents	- Refund after deducting 50% of agency fee	
- After mailing enrollment documents	- Refund after deducting 80% of agency fee	
- After receiving letter of acceptance from one or more schools	- Refund after deducting 90% of agency fee	
- After completing departure procedure	- Deduct 100% of agency fee	

32. Food Service Business (1 type of industry)

Food Service Business		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to circumstances on the business' part</p> <ul style="list-style-type: none"> - Cancelled more than two months before the scheduled day of use - Cancelled less than two months before the scheduled day of use <p>2) Contract cancelled due to circumstances on a consumer's part</p> <ul style="list-style-type: none"> - Cancelled more than two months before the scheduled day of use - Cancelled less than two months before the scheduled day of use <p>3) Additional products and facilities</p> <ul style="list-style-type: none"> - Additional products and facilities cannot be used due to the business' negligence/fault - Unfair treatment due to unavailable additional products and facilities 	<ul style="list-style-type: none"> - Refund deposit - Return deposit and pay 10% of total charge as compensation - Refund deposit - 10% of total charge shall become penalty - Pay double the amount charged for using the products and facilities as compensation - Pay double the amount charged for using the products and facilities as compensation 	

33. Satellite & Cable Broadcasting (2 types of industry)

Satellite & Cable Broadcasting		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Before initiation - After initiation 	<ul style="list-style-type: none"> - Refund subscription and installation fee, and pay 10% of monthly fees for a year as compensation - Refund after deducting the amount for the days until termination date and pay 10% of monthly fees for a year as compensation (subscription and installation fee exempted) 	<ul style="list-style-type: none"> * In case of relocation within 3 months after subscription, relocation charge shall be exempted. * Contract period shall be specified in the contract and notified to consumers.
<p>2) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Terminated before receiver is installed - Before initiation - After initiation 	<ul style="list-style-type: none"> - The business shall immediately return received installation fee and security deposit for a converter - Refund after deducting 10% of monthly fees for a year - Refund after deducting 	<ul style="list-style-type: none"> * In case license fee is raised for a reason, it shall be notified to consumers.

Satellite & Cable Broadcasting		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
	the amount for the days until termination date and 10% of monthly fees for a year (subscription and installation fee compensated)	
3) Service disrupted for a year or longer five times or more in a month, or service disconnected/disrupted for more than 72 cumulative hours in a month	- Contract termination without a penalty (also for discount and installation fee exempted upon subscription)	* Reception is deemed disrupted from the moment when a consumer reports to the business unless there is other evidence favourable to the consumer. However, it shall not apply if such event occurs due to uncontrollable circumstances (natural disasters, etc.) or the consumer's negligence/fault, or with the service provider's prior notice (line repair, etc.)
4) Damage compensation for service disruption	- Deduct from the said monthly fee the amount of [daily fees multiplied by the days of reception failure]. In case it was not received for five or more days in a row, or seven or more days in a month, the said monthly fee exempted	

Satellite & Cable Broadcasting		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
5) Installation delayed	- Cancellation of reservation	
6) A consumer moves to an area where service is unavailable in the middle of the contracted period	- Contract termination without a penalty	- If the service provider confirms
7) In case the contract period was extended automatically, a consumer terminates the contract before the contracted period expires	- Contract termination without a penalty	- A contract shall be terminated without a penalty when related materials are submitted evidencing overseas migration and long-term (for one year or more) studying abroad (provided that discounted amount shall be returned)

34. Medical & Chemical Products (10 product types)

Medical and non-medical products		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Foreign substances mixed in 2) Defective content and size 3) Rotting & spoiling 4) Lapse of expiration date 5) Shortfall in volume 6) Quality, functional or performance defects	- Product replacement or refund of purchase price	- For products that cause animal deaths, compensation shall be provided equal to the amount of animal price - Lost daily income refers to income loss proven to be caused by damage. If it is difficult to prove the amount, market unit wage shall be used.
7) Damage caused by defective containers 8) Side-effects	- Compensate for medical and other expenses and lost daily income	
9) Shortfall in quantity	- Provide the shortfall	

Medical Equipment		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Repair is necessary for functional and performance defects naturally having occurred while using the product within one month from date of purchase</p> <p>2) Functional and performance defects naturally occurred while using the product within warranty period</p> <ul style="list-style-type: none"> - Defects - Secondly recurring breakdown after receiving repair - Impossible to repair - Impossible to replace - Major repair is required within one month after product replacement <p>3) Damage due to non-possession of repair parts during parts replenishment period</p> <ul style="list-style-type: none"> - Within warranty period <ul style="list-style-type: none"> • Functional and performance defects naturally having occurred while using the product • Accidental or intentional breakdowns caused by consumers - After the lapse of warranty period 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Free repair - Product replacement or refund of purchase price - Product replacement or refund of purchase price - Refund of purchase price - Refund of purchase price - Product replacement or refund of purchase price - Product replacement after deducting the amount for paid repair service - Refund the straight line depreciated value plus 10% additional charge (maximum limit: purchase price) 	

Medical Equipment		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
4) The business lost the product a consumer requested repair for <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period 	<ul style="list-style-type: none"> - Product replacement or refund of purchase price - Refund the straight line depreciated value plus 10% additional charge 	
5) Accidents or injuries due to defective products	<ul style="list-style-type: none"> - Compensate for medical and other expenses and lost daily income 	

Cosmetics		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Foreign substances mixed in 2) Inappropriate content 3) Rotting & spoiling 4) Lapse of expiration date 5) Shortfall in volume 6) Quality, functional or performance defects	- Product replacement or refund of purchase price	- Medical expenses shall be provided based on diagnosis and prescription by a dermatologist for treating dermatitis.; provided that there must be a causal relation with cosmetics, and it shall not apply to expenses spent of one's own will for cosmetic surgery/ beauty care purposes.
7) Damage caused by defective containers 8) Side-effects	- Compensate for medical and other expenses and lost daily income	- Lost daily income refers to income loss proven to be caused by damage. If it is difficult to prove the amount, market unit wage shall be used.

Soap and Synthetic Detergents		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Shortfall in components and content 2) Shortfall in volume	- Product replacement - Product replacement	

Plastic Products		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Quality defects 2) Side-effects 3) Manufacturing defects	- Product replacement or refund of purchase price - Compensate for medical and other expenses and wage - Repair or compensate	

Fertilizer		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Defective components	- Product replacement or refund of purchase price	
2) Shortfall in volume	- Product replacement or refund of purchase price	
3) Crop damaged due to defective productz	- Compensate for expenses and estimated lost profit	
4) Side-effects	- Compensate for medical and other expenses and wage	

Agricultural Chemicals		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Defective components	- Product replacement or refund of purchase price - Compensate for expenses and estimated lost profit	- Estimated lost profit shall be three-year average harvest of the crop in question multiplied by the price received by farmers.
2) Shortfall in volume		
3) Lapse of expiration date		
4) Crop damaged due to defective products		

Rubber Gloves		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Water seeps in 2) Coloration from contact with sauce or other substances 3) In case of containing harmful substances	- Product replacement - Product replacement - Product replacement	

Batteries		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Defective exterior 2) Lines cut 3) Inappropriate size & pricing 4) Leakage (due to manufacturing defects)	- Product replacement - Product replacement - Product replacement - Product replacement, and free repair or compensation for defects in used batteries	

35. Healthcare Industry (3 types of industry)

Dental Implant		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Until one year from procedure 2) Implant lost within a year from procedure - Loss of implanted body - Loss of prosthesis - Screws damaged	- Periodic check-ups (patients shall bear no costs) - Implant again (paid by the clinic), Full refund in case of second recurring loss - Reattach (paid by the clinic) - Replace screws (paid by the clinic). In case of third-recurring damage, a patient may choose to go to another clinic; the medical fees shall be paid by the original clinic.	For the following cases, the clinic may charge separately ① Treatment discontinued because patients delayed medical payment ② Patients broke periodic appointments twice or more ③ Patients failed to report his/her medical history properly ④ A patient's condition affected by other external injuries or diseases ⑤ Implanted body, screws, prostheses lost due to a patient's carelessness

Plastic Surgery		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Cancellation until three days before the scheduled operation date - Cancellation until two days before the scheduled operation date - Cancellation until one day before the scheduled operation date - Cancellation on the operation date or after <p>2) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Cancellation until three days before the scheduled operation date - Cancellation until 	<ul style="list-style-type: none"> - Return deposit and pay 10% of the deposit as compensation - Return deposit and pay 50% of the deposit as compensation - Return deposit and pay 80% of the deposit as compensation - Return deposit and pay 100% of the deposit as compensation - Refund 90% of the deposit - Refund 50% of the deposit 	<ul style="list-style-type: none"> - In case deposit exceeds 10% of operation cost, compensation and refund shall be made up to 10% of the operation cost. - In case clinics or patients change scheduled operation date, it shall not be deemed as contract termination or cancellation.

Plastic Surgery		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>two days before the scheduled operation date</p> <p>- Cancellation until one day before the scheduled operation date</p> <p>- Cancellation on the operation date or after</p>	<p>- Refund 20% of the deposit</p> <p>- no refund</p>	

Dermatologic Therapy and Treatment (limited to treatment for cosmetic purposes)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract terminated due to the business' fault</p> <ul style="list-style-type: none"> - Before treatment is initiated - After treatment is initiated <p>2) Contract terminated due to a consumer's fault</p> <ul style="list-style-type: none"> - Before treatment is initiated - After treatment is initiated 	<ul style="list-style-type: none"> - Return deposit and pay 10% of the deposit as compensation - Refund received payment after deducting the amount for the number of treatments given until termination date, and pay 10% of total expenses as compensation - Pay 10% of deposit as compensation - Pay the amount for the number of treatments given until termination date plus 10% of total expenses as compensation 	<ul style="list-style-type: none"> - If a contract is agreed for the number of treatments, refund shall be made after deducting the amount for treatments given - In case deposit exceeds 10% of expenses for procedure and treatment, compensation and refund shall be made up to 10% of the operation cost.

36. Mobile Telecommunications Service (1 type of industry)

Mobile Telecommunications Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Contract with a minor without consent of his/her legal agent	- Contract cancellation	- Refund the already paid fee (start-up fees, deposit or guarantee insurance premium) and charging for remaining unpaid fee & penalty is prohibited.
2) Damage arising from contracting using other's name illegally	- Contract cancellation	
3) Poor voice quality in the places where a consumer spends most of the day (registered residential area, billing address, workplace)		- In case the telecommunications service contract is bundled with a sales contract for a cell phone, etc., the phone and accessories shall also be returned.
- Within 14 days from subscription	- Contract cancellation	
- 15 days ~ six months after subscription	- Cancel contract and cut monthly minimum rate by 50% for the month right before cancellation	
4) Damage rising from service disconnection or disruption for six hours or more	- Compensate for damage	- It shall not apply to the cases in which damage arises due to uncontrollable

Mobile Telecommunications Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>5) Charging for optional services not requested by the consumer</p> <p>6) Damage caused because of free service converted to paid service without consent of the consumer</p>	<p>- Refund</p> <p>- Refund the amount charged for the converted paid service and cancel contract</p>	<p>circumstances such as natural disasters or a consumer's negligence/fault.</p> <p>- Time of service disconnection or disruption shall be calculated from the moment when a consumer notifies the service provider.</p>

37. Migration Agency (1 type of industry)

Migration Agency		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Contract cancelled by a consumer		
- The business or the local migration service agency violated contract terms intendedly or by mistake	- The business shall compensate the consumer for loss	If the business has already received payment from a consumer, it shall refund the amount after deducting the expenses the consumer has to bear.
- Cancelled due to circumstances on a consumer's part	- The consumer shall bear the following costs.	
① After a contract is signed and before a consumer submitted immigration documents	- 30% of agency fee for before-departure service or 10% of total agency fee, whichever is the lesser amount	If the business or the local agency violates contract terms intendedly or by mistake, a consumer shall give them at least 14 days to take necessary action. If the business or local agency fails to do so, he/she may end the contract.
② Before documents submitted by a consumer are translated	- 60% of agency fee for before-departure service or 20% of total agency fee, whichever is the lesser amount	
③ After translation and before filing the documents with an immigration office	- 80% of agency fee for before-departure service (however, if a local agency actually began the process and the business proves that fees for after-departure service was paid, the fees may not be	The business may demand contract cancellation from a consumer if any of the following cases

Migration Agency		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>④ After filing all the documents with an immigration office</p> <p>⑤ After immigration is permitted</p> <p>2) Contract cancelled by the business</p> <p>① After a contract is signed and before a consumer submits immigration documents</p> <p>② Before documents submitted by consumer are translated</p>	<p>returned) or 80% of total agency fee already paid, whichever is the lesser amount</p> <p>– 80% of total agency fee already paid</p> <p>– No refund</p> <p>– The business shall refund consumers all the payment received and additionally pay the following penalty.</p> <p>– 30% of agency fee for before-departure service or 10% of total agency fee, whichever is the lesser amount</p> <p>– 60% of agency fee for before-departure service or 20% of total agency fee, whichever is the lesser amount</p>	<p>occurs after immigration documents have been filed.</p> <p>1. The business cannot continue the job due to bankruptcy</p> <p>2. The process cannot be performed normally due to significant delays, etc because of the local agency's intentional or accidental fault</p> <p>3. A consumer failed to submit necessary documents or pay agency fee, and doesn't take necessary action although the business urged him/her to do so for a considerable time period (several times).</p>

38. Move Trucking Business (1 type of industry)

Move Trucking/ Shipping Agents & Companies		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Moving goods/possessions lost, damaged, etc.	- The business shall directly pay compensation for damage, or the amount exceeding the insurance payment if insured.	- It shall apply to move trucking business regulated by the Trucking Transport Business Act
2) Transport contract cancelled due to the business' fault		- Deposit shall be 10% of the total sum including freight charge.
① Cancellation notified until two days before the agreed transport date	- Refund deposit and pay double the deposit as compensation	- Receipt of freight payment:
② Cancellation notified until one day before the agreed transport date	- Refund deposit and pay four times the deposit as compensation	• Basically, payment shall be made according to the bill after receipt of freight.
③ Cancellation notified on the agreed transport date	- Refund deposit and pay six times the deposit as compensation	• Freight charge shall not exceed the estimated amount;
④ No notification made on the agreed transport date	- Refund deposit and pay ten times the deposit or actual loss amount	if the estimated amount is different from actually incurred cost,
3) Transport contract cancelled due to a consumer's fault		• If the estimated amount is less than

① Cancellation notified before the agreed transport date	- Return deposit as compensation	the actually incurred cost, the
② Cancellation notified on the agreed transport date	- Return deposit and pay deposit amount as compensation	latter shall be charged if the consumer is responsible for changes in the estimated amount.
4) Transport delayed due to the business' fault		
① Delayed for two hours or more	- Cancel contract, return deposit and pay double the deposit amount as compensation	
5) Unfair charging and demanding extra charge for services not requested by the consumer	- Return unfairly charged amount and rectify the practice	
6) Transport delayed due to a consumer's fault		
① Delayed for less than two hours	- Pay compensation for every hour delayed (delayed hours×deposit×1/2) * Compensation shall be maximum double the deposit and the time less than an hour shall not be counted as delayed hour.	
② Delayed for two hours or more	- Cancel contract and pay double the deposit as compensation	

39. Online Shopping Industry (1 type of industry)

Online Shopping Industry		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract concluded through false and exaggerated advertising</p> <p>2) Goods/services not delivered</p> <p>3) Delivered later than the contracted delivery time</p> <p>- Failed to fulfill the purpose of purchasing subject goods/services due to delayed delivery</p> <p>- Other cases (inconvenience caused by delayed delivery, etc.)</p> <p>4) Damaged during delivery or other goods/services delivered</p> <p>5) Unfair charging</p> <p>6) Contract not performed due to other faults by the business</p>	<p>- Contract cancellation</p> <p>- Contract cancellation and compensate for damage</p> <p>- Contract cancellation and compensate for damage</p> <p>- Contract cancellation or compensate for damage</p> <p>- Product replacement or refund of purchase price</p> <p>- Cancel the charging or refund unfairly charged amount</p> <p>- Perform the contract; or contract cancellation and damage compensation</p>	<p>- In case of contract cancellation, the amount prepaid by the consumer shall be refunded within three days from cancellation date.</p>

40. Online Content Service (1 type of industry)

Online Content Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Contract with a minor without consent of his/her legal agent	- Contract cancellation	It shall not apply to distance education using information and communication technology, etc. (to be regulated under 57. Public Academic Institutes & Lifelong Learning Centers) - Prepaid service charge shall be refunded, and collecting unpaid charge and penalty shall be prohibited
2) Contract concluded through false and exaggerated advertising	- Contract cancellation and full refund of service charge	- Service charge includes all payments a consumer made (e.g. extra expenses for learning materials, etc.)
3) Ongoing service contract for a month or longer terminated due to a consumer's fault	- Refund after deducting the amount for the days of actual use (or for the portion of actual use) plus 10% of the total service charge	- In case a consumer wants the contract terminated on the date of contract conclusion or within 7 days from the date when the service becomes available, payment shall be

Online Content Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>4) Service disconnected or disrupted</p> <p>① Without prior notice</p> <ul style="list-style-type: none"> - Service disconnected or disrupted for 3 days or longer; or for more than 72 cumulative hours in a month - Damage arising from service disconnection or disruption for 4 hours or more <p>② With prior notice</p> <ul style="list-style-type: none"> - Service disconnected or disrupted for more than 10 hours even though the disconnection or disruption for server inspection, etc. was notified 	<ul style="list-style-type: none"> - Cancel contract and refund service charge for the remaining period - Free extension of service period by triple the disconnected or disrupted hours - Free extension of service period by the extra hours 	<p>refunded without a penalty; only the amount for the days service was used will be deducted.</p> <ul style="list-style-type: none"> - Service charge includes all payments a consumer made (e.g. extra expenses for learning materials, etc.) - Service disconnection or disruption time shall be counted from the moment a consumer notifies the service provider of the fact; if such event occurs due to uncontrollable reasons (like natural disasters) or a consumer's fault, the time shall be excluded. - Prior notice is deemed to be made if service disconnection or disruption was notified

Online Content Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
beforehand		24 hours beforehand.
5) Charged in excess of the hours of actual use	- Refund for the exceeding hours	- The service provider shall prove the exceeding hours.
<ul style="list-style-type: none"> ○ Return of gifts provided at the time of purchasing online education service <ul style="list-style-type: none"> - Early contract termination due to a consumer's fault <ul style="list-style-type: none"> • gift not used: return the gift • gift used: return a same type of product, or return the provided gift with paying the amount of loss ratio based on the market price of the same type of product or the price of the gift indicated in the contract (mere opening of packaging is not deemed as use of gift.) • The price or item of the gift is not indicated in the contract: return the gift as used - Contract cancelled or terminated due to the business' fault: gifts shall not be returned to the business 		

41. Automobile Towing Service (1 type of industry)

Automobile Towing Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Charge more than the amount agreed with the consumer</p> <p>2) Towed to a repair shop against a consumer's will</p> <ul style="list-style-type: none"> • Car towed against a consumer's will or to a repair shop located in an area of significant distance beyond common sense with the consumer not being in a situation to express his/her will <p>3) Car damaged due to the business' negligence or fault</p>	<p>- Refund the difference</p> <p>- Tow the car to the repair shop the customer wants or refund the extra towing charge</p> <p>- Compensate for damage</p>	<p>- Compensation methods shall be decided by the consumer</p>

42. Car Rental Service (1 type of industry)

Car Rental Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Damage due to booking cancellation before actual hire</p> <p>① Booking canceled due to circumstances on a consumer's part</p> <ul style="list-style-type: none"> - Cancellation notified 24 hours before actual hire date - Cancellation notified under 24 hours before actual hire date <p>② Booking canceled or contract not concluded due to circumstances on the business' part</p>	<ul style="list-style-type: none"> - Refund deposit in full - Refund deposit minus 10% of the full charge - Refund deposit plus 10% of the full charge 	
<p>2) The booked car is unavailable on the hire date because of defects found in the vehicle (before delivery)</p> <ul style="list-style-type: none"> - A same-level substitute can be provided - A same-level substitute cannot be provided 	<ul style="list-style-type: none"> - Provide a substitute or refund the prepaid charge in full - Refund the prepaid charge in full plus 10% of the total charge 	
<p>3) Damage due to contract termination in the middle of hire period</p> <p>① Early termination due to a consumer's fault</p>	<ul style="list-style-type: none"> - Refund after deducting 10% of 	

Car Rental Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>② Early termination due to the business's fault</p> <p>③ Unable to use the car due to natural disasters</p>	<p>the charge for the remaining period</p> <p>– Refund after adding the charge for the remaining period</p> <p>– Refund the charge for the remaining period</p>	

43. Driving School (1 type of industry)

Driving School		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Early termination of the contract		
① Due to circumstances on the part of the business	- Pay twice the amount of [prepaid tuition in full - (hourly tuition × number of lesson hours until occurrence of a cause)]	In case a student passes the test for a driving license before the lesson period ends, the driving school shall not bear the responsibility to make a refund for the remaining lesson hours.
② Due to circumstances on the part of a consumer	- Return 50% of [prepaid tuition in full - (hourly tuition × number of lesson hours until a student expressed intention to give up)]	
2) Scheduled lesson time dishonored	Pay compensation and provide a supplementary lesson	
① Due to the business' fault		
- Scheduled lesson time dishonored without talking with students in advance	- Pay hourly tuition × number of dishonored lesson hours	
- Scheduled lesson time dishonored after talking with students in advance	- Pay 20% of hourly tuition multiplied by the number of unattended lesson hours	
② Due to a consumer's fault		
- Notified absence 24 hours in advance of the scheduled time	- Exempted from liability for damages	
- Notified absence 12 ~ 24 hours in advance of the scheduled time	- Pay 10% of hourly tuition multiplied by the number of unattended lesson hours	
- Notified absence 12 hours in advance of the scheduled time	- Pay 20% of hourly tuition multiplied by the number of unattended lesson hours	

Driving School		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
- Notified absence after the scheduled time or failed to make a notification	- Pay 50% of hourly tuition multiplied by the number of unattended lesson hours	

44. Automobile Repair Service (1 type of industry)

Automobile Repair Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Defects recurred in the repaired or related area due to erroneous repair</p> <ul style="list-style-type: none"> - Age of vehicle less than two years or total mileage under 20,000km: within three months (90 days) from the last repair date - Age of vehicle less than three years or total mileage under 60,000km: within two months (60 days) from the last repair date - Age of vehicle three years or older or total mileage 60,000km or more: within one month (30 days) from the last repair date 	-Free repair	<p>* Scope of application: licensed auto repair shops and those providing convenient services</p> <ul style="list-style-type: none"> • In cases where work scope goes beyond that specified in the Motor Vehicle Management Act, licensed repair shops are paid for a second repair. <p>* Repair shops liable only for the cases where defects on a repaired or related area occurred due to erroneous repair</p>
2) A consumer fined due to negligence on the part of the auto repair shop	- Pay the equivalent amount	
3) Charging for repair not performed or not notified in advance	- Cancel the charging	- Whether "defects recurred in the repaired or related area due to erroneous repair" shall be determined based on the repair estimate provided by the repair shop; provided that the repair shop shall bear burden of proof in case such

Automobile Repair Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
4) Repair service not complete until the promised date without a justifiable cause notified	<ul style="list-style-type: none"> - Pay transportation expenses actually spent for the exceeding period 	<p>estimate was not issued.</p> <ul style="list-style-type: none"> - Repair service period: service start date shall be included but delayed days due to holidays, strikes, natural disasters and others beyond control are excluded. - Based on the dates indicated in the repair contract (estimate, etc.)

45. Issuance of Electronic Payment Means (1 type of industry)

Issuance of Electronic Payment Means		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) The business refuses to refund the remaining balance</p> <ul style="list-style-type: none"> - Prepaid electronic payment means - Electronic cash 	<ul style="list-style-type: none"> - Refund the balance if 80% of the initial amount was used - Refund 100% of the balance 	<ul style="list-style-type: none"> - The Electronic Financial Transaction Act shall apply mutatis mutandis to prepaid electronic payment means and electronic cash.
<p>2) An amount overly withdrawn</p>	<ul style="list-style-type: none"> - Recharge or refund the amount overly withdrawn 	<ul style="list-style-type: none"> - Basis amount shall be the balance after final charging (balance before the final charging plus the amount of final charging)

46. Rental Service for Water Purifier, etc. (1 type of industry)

Rental Service for Water Purifier, etc. (water purifier, air cleaner, bidet, etc.)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Breakdown, damage or loss due to the business' fault	- Free repair, parts replacement and damage compensation	
2) Problems occur due to the business' fault		
- Contract terminated	- Return the consumer the amount equivalent to registration fee. Consumers shall pay the business monthly rental fee in proportion to the period of actual use.	
- Contract maintained	- Rental fee exempted during the problematic period (return prepaid amount, if any)	
3) Breakdown or damage due to a consumer's fault	- Consumers shall request the business for repair and parts replacement, and pay for it.	
4) Contract terminated due to a consumer's fault		
- Obligatory rental period is one year or less	- Pay 30% of rental fee for the remaining months of obligatory rental period or 10% of total rental fee,	

Rental Service for Water Purifier, etc. (water purifier, air cleaner, bidet, etc.)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> - Obligatory rental period is longer than a year - No obligatory period set but rental service contracted for one year or less - No obligatory period set but rental period is longer than a year 	<ul style="list-style-type: none"> whichever is the lesser amount - Pay the amount equivalent to 10% of rental fee for the remaining months of obligatory rental period - Pay 30% of rental charge for the remaining months of obligatory rental period or 10% of total rental charge, whichever is the lesser amount - Pay the amount equivalent to 10% of rental charge for the remaining months of obligatory rental period 	<ul style="list-style-type: none"> - Rental charge for remaining months = {monthly rental charge x (obligatory rental period - actual rental period) / 30}
5) The business not performing restitution after contract termination	- Service charge after contract termination exempted	
6) Contract concluded by false and exaggerated solicitation	- Contract cancellation	
7) Delayed filter replacements and after-sales service	- Reduce rental service charge as much as that for the delayed period; provided that when	- It shall not apply to replacement of filters or

Rental Service for Water Purifier, etc. (water purifier, air cleaner, bidet, etc.)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
8) Foreign obstacles mixed in and substandard water quality	problems reoccur, the contract may be terminated without a penalty	after-sales service delayed due to a consumer's intentional or gross negligence
	- Product replacement or contract termination without a penalty	- Filters shall be replaced if foreign substances were mixed or water quality was deteriorated due to defects in a filter; provided that if the same defect reoccurs, the product in question shall be replaced or the contract terminated.
9) Side-effects or physical injury caused	- Pay for medical costs and lost daily income	- Lost daily income refers to income loss
10) Charges imposed without rental service provided	- Refund	proven to be caused by damage. If it is difficult to prove the amount,

Rental Service for Water Purifier, etc. (water purifier, air cleaner, bidet, etc.)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
		market unit wage shall be used.
<ul style="list-style-type: none"> - A business is considered to be at fault if he/she does not perform or neglect his/her obligations to maintain equipment performance at a proper level or to provide product maintenance and management services; and if it is difficult to provide product maintenance and management services due to noticeable deterioration of quality. - In case a business is at fault, a consumer can set a certain period to demand the fulfillment of the contract. If the business still neglects to perform his/her obligation, the consumer may have the contract terminated without paying a penalty. - It shall not apply to a period during which negligence of obligations occurs due to the business' fault; provided that costs for installation and registration shall not be returned if the maintenance and management of the product is not possible due to the transfer of the product without the business' consent. 		

47. Parking Lot Business (2 types of Industry)

Parking Lot and Valet Parking Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Automobile lost or damaged	- Damage compensation	- Shall not apply to the case where a guard proves he/she did not neglect his/her obligation of due diligence.
2) Belongings in the car are kept by the guard - Belongings kept are lost or damaged	- Damage compensation	
3) Belongings in the car are not kept by the guard ① Belongings are lost or damaged together with the car parked ② Only in-car belongings are lost or damaged	- Damage compensation - Damage compensation	
4) Money, securities and other valuables are stolen or damaged	- Damage compensation	

48. Housing Construction (1 type of industry)

Housing Construction		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Defects in the constructed houses and facilities</p> <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period 	<ul style="list-style-type: none"> - Free maintenance & repair - Paid maintenance & repair 	<ul style="list-style-type: none"> - Warranty period shall be the period prescribed in the Public Housing Management Law, etc.
2) Move-in delays due to construction delay until after the promised move-in date	<ul style="list-style-type: none"> - Provide compensation of deferment or deduct the amount from the balance 	<ul style="list-style-type: none"> •Compensation of deferment= (down + intermediate payment) x interest rate on delayed payment x number of delayed days /365
3) The size of area specified in the contract (area of exclusive use + area of common use) different from that of legally registered area (real estate registration certificate)	<ul style="list-style-type: none"> - Refund the amount equivalent to the difference 	<ul style="list-style-type: none"> •Down payment shall be calculated into compensation of deferment for the houses of which advertisements are approved on February 11, 1995 and after
4) Infringement of property right by holding mortgage on a house for sale without the homeowner's consent	<ul style="list-style-type: none"> - Damage compensation or contract cancellation 	
5) Construction materials and equipment actually used are different in quality from those used in show houses	<ul style="list-style-type: none"> - Reconstruction or refund the amount equivalent to the difference 	<ul style="list-style-type: none"> - Refundable amount = unit price of supplied area (specified in the contract) × area of shortage(m²)

49. Used Home Appliance Sales (1 type of industry)

Used Home Appliance Sales (TVs, refrigerators, washing machines, computers and peripherals)		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Functional or performance defects naturally arose while using the product within warranty period	- Free repair or compensate for repair cost (if repair is impossible, full refund shall be provided)	- Warranty availability & warranty period differ according to individual contracts.
2) Sellers fail to explicitly notify consumers of matters on quality warranty		
- Functional or performance defects naturally arose while using the product within warranty period (specified in the remarks column)	- Free repair or compensate for repair cost (if repair is impossible, full refund shall be provided)	- In case consumers are not notified of warranty period explicitly, the period shall be six months.
- Breakdown occurs in the same area, which is related to main functions, for the third time after receiving repair service; or breakdown occurs for the fourth time despite repair services on various areas within warranty period (specified in the remarks column)	- Refund purchase price	

50. Used Car Sales (1 type of industry)

Used Car Sales		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Damage arose because the seller failed or neglected to register transfer of ownership	- Compensate	<p>※ Warranty period differs according to individual agreements; provided that the warranty period shall be at least 30 days or 2,000km, and the sooner of the two shall be applied.</p> <p>※ Warranty availability, warranty period, parts under warranty shall be determined by individual agreements</p> <p>- In case accident or submergence history is not notified,</p>
2) Costs (including bills) born by the seller transferred to the buyer	- Compensate	
3) Performance and condition are different from in vehicle inspection records, or defects arise within warranty period	- Provide free repair or pay repair cost	
4) Defects arise without vehicle inspection records issued	- Provide free repair or pay repair cost	
5) The seller unilaterally demands contract cancellation	- Pay double the deposit	
6) Defects arise in parts during warranty period guaranteed by the seller	- Provide free repair or pay repair cost	
7) Accidents or submergence history not notified	- Refund purchase price or pay for damage	
8) Mileage manipulated	- Cancel contract or	

Used Car Sales		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
9) Defects arise in cars of which performance and condition was inspected by unqualified inspectors or in places not arranged for the subject purpose, and inspection records are issued subsequently.	<p>pay for damage caused by such manipulation</p> <p>- Provide free repair or pay repair cost</p>	<p>compensation shall be payable for a year, a period during which performance inspection records must be kept under the Motor Vehicle Management Act</p> <p>- Unqualified performance/condition inspector means those falling any of the categories prescribed in the Article 66(1) of the Motor Vehicle Management Act.</p>

51. Windows & Doors Construction (1 type of industry)

Windows & Doors Construction		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Defects during construction (cracking, leaking, damage, etc.)</p> <ul style="list-style-type: none"> - Within warranty period - After the lapse of warranty period <p>2) Substandard</p> <p>3) Contract cancelled due to the business' fault</p> <ul style="list-style-type: none"> - Before construction begins - After construction begins <p>4) Contract cancelled due to a consumer's fault</p> <ul style="list-style-type: none"> - Only a contract is signed or area measurement is completed 	<ul style="list-style-type: none"> - Free repair - Paid repair - Reconstruction (under the responsibility of the construction company) or refund the difference in construction cost - Refund the prepaid amount plus 10% of total construction cost as compensation - Pay 10% of total construction cost after settling payments - Pay deposit as penalty, which shall 	<p>- Payment settlement refers to settling costs of those the business actually installed against the payment made by a consumer.</p>

Windows & Doors Construction		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
- Manufacturing or construction initiated	not exceed 10% of total construction cost - Damage compensation	- Burden to prove actual damage amount lies with the business

52. Cleaning Services (1 type of industry)

Cleaning Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) One-off service</p> <p>① Contract cancelled due to circumstances on the business' part</p> <ul style="list-style-type: none"> - Cancelled 7 days before promised date of service - Cancelled 3 days before promised date of service - Cancelled one day before promised date of service - Cancelled on the promised date of service <p>② Contract cancelled due to circumstances on a consumer's part</p> <ul style="list-style-type: none"> - Cancelled 7 days before promised date of service - Cancelled 3 days before promised date of service - Cancelled one day before promised date of service - Cancelled on the promised date of 	<ul style="list-style-type: none"> - Refund deposit - Refund deposit and pay 10% of service charge as compensation - Refund deposit and pay 20% of service charge as compensation - Refund deposit and pay 30% of service charge as compensation - Refund deposit - Refund after deducting 10% of service charge - Refund after deducting 20% of service charge - Refund after 	

Cleaning Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>service</p> <p>③ Service provided is different from advertised (number of staff, hi-tech equipment, after-sales service, etc.)</p> <p>④ Visited the consumer to perform promised service but could not do so due to incorrect address or out-of-contactness</p> <p>⑤ Home appliances, furniture, living goods damaged during cleaning</p> <p>2) Contract for 2 or more cleaning services or period-based contract</p> <p>① Contract cancelled or terminated due to circumstances on the business' part</p> <ul style="list-style-type: none"> - Before the service is initiated - After the service is initiated 	<p>deducting 30% of service charge</p> <ul style="list-style-type: none"> - Cancel contract and pay 30% of full service charge as compensation - Refund after deducting 30% of service charge or perform the service - Compensate for damage - Refund deposit and pay 10% of full service charge as compensation - Refund after deducting the amount for the number of cleaning services performed, and pay 10% of the 	<p>- Business shall bear the responsibility to prove incorrect address and out-of-contactness.</p> <p>- Refund after deducting the amount for the serviced days, when contracted for the number of service days (period-based)</p>

Cleaning Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>② Contract cancelled or terminated due to circumstances on a consumer' part</p> <ul style="list-style-type: none"> - Before the service is initiated - After the service is initiated <p>③ Service provided is different from advertised (number of staff, hi-tech equipment, after-sales service, etc.)</p> <p>④ Service is delayed for two days or longer</p> <p>⑤ Service is delayed for three times or more</p> <p>⑥ Visited the consumer to perform</p>	<p>service charge as compensation</p> <ul style="list-style-type: none"> - Refund after deducting 10% of full service charge - Refund after deducting the amount for the actual number of services performed and 10% of full service charge - Contract terminated, refund the charge for unused services and pay 10% of full service charge as compensation - Compensate for damage - Refund 50% of the charge for the delayed services - Contract terminated, 	<ul style="list-style-type: none"> - In case service is delayed due to out-of-contactness or wrong telephone number, etc, those delays are not included into the delayed period - Business shall bear the responsibility to prove service was not performed due to incorrect address and out-of-contactness.

Cleaning Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>promised service but could not do so due to incorrect address or out-of-contactness</p> <p>⑦ Home appliances, furniture, living goods damaged during cleaning</p>	<p>refund the charge for unused services and pay 10% of full service charge as compensation</p> <p>- Perform the unfulfilled service, or refund the balance after deducting 30% from the charge for unfulfilled service</p>	

53. Sports Facilities & Leisure Services (3 types of industries)

Sports Facilities, Leisure & Discount Membership Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Provided goods or services are different from those indicated in the contract	- Contract cancellation	- It shall not apply to
2) Impossible to use facilities due to breakdown or exceeding capacity	- Refund or provide other facilities of the same level	「membership-based sports facility business」 prescribed in Article 19 of the Act on
3) Physical injury	- Compensate for damage	Installment & Use of Sports Facilities and Article 18 of the Enforcement Decree of the Act
4) Contract cancelled due to the business' fault		· Membership-based golf-ranges, ski resorts, yacht clubs, sports facility complexes
- Before the service initiation date	- Full refund plus 10% of total service charge as compensation	- Service initiation date refers to the first date of use for a pay-per-use contract, and the date when the contracted period begins for a pay-per-period contract.
- After the service initiation date	- Refund after deducting the amount for the days of actual use until cancellation date and pay 10% of full service charge as compensation	
5) Contract cancelled due to a consumer's		

Sports Facilities, Leisure & Discount Membership Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
fault - Before the service initiation date - After the service initiation date	- Refund after deducting 10% of the full service charge - Refund after deducting the amount for the days of actual use until cancellation date and 10% of full service charge	
○ Return of gifts - Early contract termination due to a consumer's fault <ul style="list-style-type: none"> • gift not used: return the gift • gift used: return a same type of product, or return the provided gift with paying the amount of loss ratio based on the market price of the same type of product or the price of the gift indicated in the contract (mere opening of packaging is not deemed as use of gift.) • The price or item of the gift is not indicated in the contract: return the gift as used - Contract cancelled or terminated due to the business' fault: gifts shall not be returned to the business ○ Sports Facilities <ul style="list-style-type: none"> - swimming pool, fitness center, tennis court, public sports facilities, golf practice range, etc. ○ Leisure Services <ul style="list-style-type: none"> - event planning service, weekend farming, movie-ticket reservation service, etc. 		

Sports Facilities, Leisure & Discount Membership Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<ul style="list-style-type: none"> ◦ Discount Membership Service <ul style="list-style-type: none"> - Businesses operating on membership fees after affiliating with sellers of different types of industry and recruiting members 		

54. High-Speed Internet Service (1 type of industry)

High-Speed Internet Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Contract with a minor without consent of his/her legal agent	- Contract cancellation	Refund the already paid fee, and
2) Defects occur for the third time in equipment such as a rented modem after receiving repair service twice or more	- Replace the rented equipment	charging for remaining unpaid fee & penalty is prohibited.
3) Three or more recurring service disruptions lasting for an hour or more, or the accumulated time of service disruption exceeding 48 hours in a month	- Terminate the contract without a penalty (also for installation fee and discount rates exempted upon subscription)	- Time of service disconnection or disruption shall be calculated from the moment when a consumer notifies the service provider; provided that it shall not apply if such event occurs due to uncontrollable circumstances (natural disasters, etc.) or a consumer's negligence/fault, or with service provider's prior notice (line repair, etc.)
4) Damage caused by service disconnection or disruption lasting for	- Compensate for damage	It shall not apply to the cases in which

High-Speed Internet Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
three hours or more, or for more than 12 hours in monthly accumulated time		damage arises due to uncontrollable circumstances such as natural disasters or a consumer's negligence/fault. Time of service disconnection or disruption shall be calculated from the moment when a consumer notifies the service provider.
<p>- Calculation of damages:</p> <p>Triple the average daily service fee for the recent three months (if service was used for less than three months, such period) x (time of service disconnection or disruption / 24)</p>		
5) Delayed installation	- Cancellation of reservation	
6) A consumer moves to an area where service is unavailable in the middle of contracted period	- Contract termination without a penalty	- When the subject service provider confirms
7) In case the contract period was extended automatically, a consumer terminates the contract before the contracted period expires	- Contract termination without a penalty	- Contract terminated without a penalty when related materials are submitted evidencing overseas migration

High-Speed Internet Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
8) The speed in a new neighborhood is less than 50% of that in the previous area where the contract was initially made.	- Consumers may terminate the contract after paying 50% of the penalty	and long-term (for one year or more) studying abroad (provided that discounted amount shall be returned)

55. Bundled Communication Services (1 type of Industry)

Bundled Communication Services		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Contract cancelled and terminated due to the service provider's fault</p> <p>① When contract cancellation/termination are requested because the speed is not up to the minimum level guaranteed in contract terms</p> <p>② When contract cancellation/termination are requested because of service disruption for longer than the number of hours or frequency specified by each service item</p> <p>③ When a consumer wants to continue to receive the service for the remaining period notwithstanding ① and ②</p>	<p>- Bundling contract (including that for each individual service) terminated and penalty (including that for each individual service) exempted</p> <p>- Bundling contract (including that for each individual service) terminated and penalty (including that for each individual service) exempted</p> <p>- Continue to provide discount rates for bundled services for the remaining contract period</p>	<p>※ Penalty for giveaways can only be claimed when the value is indicated in the contract. Penalty for giveaways can only be imposed for maximum 12 months.</p> <p>※ When the penalty for terminating a bundling contract is exempted, such exemption shall not apply to other individual services free from problems.</p>
<p>2) When a consumer moves to an area where the service is unavailable</p>	<p>- Bundling contract (including that for each individual service) terminated and penalty (including that for each individual service) exempted</p>	

56. Door-to-Door Delivery & 'Quick Service' (1 type of industry)

Door-to-Door Delivery & 'Quick Service'		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Totally or partially lost during delivery	- Refund delivery charge and pay compensation calculated based on the shipment value indicated on the bill	※ In case a consumer did not indicate the value of his/her shipment on the bill ① When totally lost, pay compensation calculated based on the shipment value at the promised delivery location on the promised delivery date ② When partially lost, pay compensation calculated based on the shipment value at the delivered location on the delivered date
2) When damaged	- Repairable - Unrepairable	
2) Damage due to delayed delivery	- For general cases	※ In case a consumer did not indicate the value of his/her shipment on the bill, the business shall compensate him/her as follows: compensation is maximum 500,000 Won. However, when extra charge is paid according to the shipment value, compensation shall be the highest value of the shipments in each
	- Pay the amount equivalent to the number of days exceeding the promised delivery date multiplied by 50% of the delivery charge indicated by the business on the bill (hereinafter referred to as 'delivery charge indicated on the bill') (number of exceeding days × delivery charge indicated on the bill × 50%); the maximum	

Door-to-Door Delivery & 'Quick Service'		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>- For shipments to be used on a certain date and time</p> <p>4) Damage caused by delayed delivery due to Quick Service providers' fault</p> <p>- If shipment is delivered to the receiver 50% or more later than the promised time</p> <p>- If shipment is unavailable at a certain time because it was delivered to the receiver after the promised time; the shipment had to be used at a certain time</p> <p>5) Damage caused by a lack of action in absence of receiver</p>	<p>limit is 200% of the delivery charge indicated on the bill.</p> <p>- Pay 200% of the delivery charge indicated on the bill</p> <p>- Refund 100% of the delivery charge</p> <p>- Pay 200% of the delivery charge indicated on the bill</p> <p>- Refund the delivery charge (if prepaid) and compensate for damage</p>	<p>bracket by shipment value</p> <p>- In case of leaving a visitation sign-in and contacting the receiver in his/her absence, it shall not apply.</p>

57. Public Academic Institutes & Lifelong Learning Centers (2 types of industries)

Public Academic Institutes, Lifelong Learning Centers		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>1) Students demand contract cancellation upon learning any of the following unfair practices by the business</p> <p>① Contract concluded through false and exaggerated advertising</p> <p>② Recruiting and teaching students exceeding capacity</p> <p>③ Lectures provided by unqualified or underqualified lecturers (for qualification standards, related laws and statutes such as the Public Academic Institute Act & the Lifelong Education Act shall apply)</p>	<p>– Contract cancellation & full refund of tuition fee</p> <p>– Contract cancellation & full refund of tuition fee</p> <p>– Contract cancellation & full refund of tuition fee</p>	<p>※Applied to classes remotely delivered using information and communication technology, etc.</p> <p>※When signing the contract, the cost for the lecture, textbooks & materials must be separately indicated or notified.</p>
2) Students demand contract cancellation while continuing to take the course notwithstanding the above unfair practices by the business	– Refund tuition fee for the remaining period	– To be calculated on a prorated daily basis
3) Unable to take classes due to administrative measures such as registration or permit cancellation of the academic institutes, suspension of business for a certain period, etc.; or due to the business' circumstances including relocation and cancellation of classes	– Refund tuition fee for the remaining period	– To be calculated on a prorated daily basis and refund the amount within five days from the date of such event
4) Contract cancelled and terminated due	–Refund full tuition fee	

Public Academic Institutes, Lifelong Learning Centers		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
<p>to a consumer's fault</p> <p>① Before lectures begin</p> <p>② After lectures begin</p> <ul style="list-style-type: none"> · In case tuition fee is collected on a monthly or shorter basis <ul style="list-style-type: none"> - Before 1/3 of total class hours lapses - Before 1/2 of total class hours lapses - After 1/2 of total class hours lapses · In case tuition fee is collected on a longer than a month basis 	<p>paid</p> <ul style="list-style-type: none"> - Refund 2/3 of the tuition fee - Refund 1/2 of the tuition fee - no refund - Tuition fee for the month when the refund is made (calculated according to the above one month or less period case) plus full tuition fee for the remaining months 	

58. Resort & Condominium Service (1 type of industry)

Resort & Condominium Service		
Type of Dispute	Regulations on Consumer Dispute Resolution	Remarks
1) Provided service different from that indicated in the contract	- Contract cancellation	
2) Unavailable for use because construction is incomplete until after the due date	- Pay compensation for the delayed period	- Compensation for delay = (down + intermediate payment) x interest for delayed payment x (number of delayed dates/365)
3) Unfair charging	- Refund the difference	

Appendix III

Warranty Period &
Parts Replenishment Period
by Product Item

Warranty Period & Parts Replenishment Period by Product Item

※ Parts Replenishment Period shall be calculated from the time when the business discontinues manufacturing of the product in question.

Product Item	Warranty Period	Parts Replenishment Period
1. Automobile	<ul style="list-style-type: none"> ◦ main body and general parts: within 2 years; however, the period shall be deemed expired if mileage exceeds 40,000km. ◦ Engine and power transmission gear: within 3 years; however, the period shall be deemed expired if mileage exceeds 60,000km. 	<ul style="list-style-type: none"> ◦ 8 years; however, non-original parts may be used as long as quality is guaranteed.
2. Motorcycle	<ul style="list-style-type: none"> ◦ Within a year; however, the period shall be deemed expired if mileage exceeds 10,000km. 	<ul style="list-style-type: none"> ◦ 3 years; however, non-original parts may be used as long as quality is guaranteed.
3. Boiler	<ul style="list-style-type: none"> ◦ 2 years 	<ul style="list-style-type: none"> ◦ 7 years
4. Agricultural and fishery machinery 1) Agricultural machinery	<ul style="list-style-type: none"> ◦ Engine and power transmission gear: 2 years; however, the period shall 	<ul style="list-style-type: none"> ◦ 9~14 years (Manufacture and supply for up to 4

	<p>be deemed expired if mileage or total usage time exceeds 5,000km or 1,000 hours (400 hours for a combine).</p> <p>◦ Other apparatus: one year; however, the period shall be deemed expired if mileage or total usage time exceeds 2,500km or 500 hours (200 hours for a combine).</p>	<p>years including durable years (useful life of the product) of each machine; however, non-original parts may be used as long as quality is guaranteed.)</p>
2) Fishery machinery	◦ 1 year	
5. Home appliances, office machinery, electric and communications equipment, optical instruments, kitchenware, etc.		
1) Finished goods	◦ 2 years	◦ 7 years
– air-conditioner		
– system air-conditioner	◦ 1 years	◦ 7 years
– (electric, gas, oil) heater, electric fan, cold-wind fan, electric pad	◦ 2 years	◦ 5 years
– TV, refrigerator	◦ 1 year	◦ 8 years
– recording player, microwave oven, water purifier, humidifier, dehumidifier, electric cleaner	◦ 1 year	◦ 7 years

<ul style="list-style-type: none"> - washing machine, video player, DVD player, electric (gas) oven, bidet, electric pressure rice cooker, gas stove, corded/cordless telephone, blender, electric water heater, hot and chilled water generator, camcorder, home theater system, massaging chair, machine for foot bath, telescope, microscope 	<ul style="list-style-type: none"> ◦ 1 year 	<ul style="list-style-type: none"> ◦ 6 years
<ul style="list-style-type: none"> - navigation system, camera, digital piano 	<ul style="list-style-type: none"> ◦ 1 year 	<ul style="list-style-type: none"> ◦ 5 years
<ul style="list-style-type: none"> - personal computer (finished good) and peripherals, laptop, mobile phone, smart phone, portable sound system (MP3/cassette/CD player) 	<ul style="list-style-type: none"> ◦ 1 year 	<ul style="list-style-type: none"> ◦ 4 years
<ul style="list-style-type: none"> - electric shaver, electric cooking instruments (multi-cooker, electric skillet, food cooker for multi-uses, electric toaster, electric pot, electric frying pan, etc.), hair dryer 	<ul style="list-style-type: none"> ◦ 1 year 	<ul style="list-style-type: none"> ◦ 3 years
<ul style="list-style-type: none"> - copying machine 	<ul style="list-style-type: none"> ◦ 6 months; however, the period shall be deemed expired when the number 	<ul style="list-style-type: none"> ◦ 5 years

	of copies exceeds 30,000, 60,000 and 90,000 for a small, medium and large copying machine, respectively.	
- shoes	- leather shoes (leather makes up 60% of entire materials): 1 year - other than leather such as fabric: 6 months	
- umbrellas	◦ 1 month	
- electric bulbs	◦ 1 month	
2) Essential parts		
- air-conditioner: compressor	◦ 4 years	
- LCD TV, LCD monitor (those for laptops excluded), LCD panel	◦ 2 years; however, the period shall be deemed expired if a timer is attached to the product and it shows the product was used for more than 5,000 hours.	
- PDP TV panel	◦ 2 years; however, the period shall be deemed expired if a timer is attached to the product and it shows the product was used for more than 5,000 hours.	
- LED TV panel	◦ 2 years	
- washing machine: motor, TV: CPT, refrigerator: compressor, monitor: CDT, microwave oven:	◦ 3 years (for CDT for monitors, however, the period shall be deemed expired if a timer is attached to the	

magnetron, VTR: head drum, video camera: head drum, fan heater: burner, rotary heater: burner	product and it shows the product was used for more than 10,000 hours.	
- personal computer: motherboard	◦ 2 years	
6. No specific period is set	◦ 1 year	◦ 5 years

Appendix IV

Useful Life
by Product Item

<Appendix III>

Useful Life by Product Item

Product Item	Useful Life
agricultural machinery	14 years
bed, desk, wardrobe, display cupboard, bookshelf	8 years
boiler, air-conditioner, TV, record player, refrigerator, water purifier, humidifier/dehumidifier, electric cleaner, dining table, shoe closet, stationery chest, microwave oven	7 years
video player, DVD player, electric (gas) oven, bidet, electric pressure rice cooker, gas stove, corded/cordless telephone, blender, electric water heater, hot and chilled water generator, camcorder, home theater system, massaging chair, machine for foot bath, telescope, microscope, automobile, sofa, dressing table, cupboard	6 years
electric fan, cold-wind fan, electric pad, washing machine, motorcycle, camera, digital piano, navigation system, (electric, gas, oil) heater,	5 years
personal computer (finished good) and peripherals, laptop, portable sound system (MP3/cassette/CD player)	4 years
mobile phone, electric shaver, electric cooking instruments (multi-cooker, electric skillet, food cooker for multi-uses, electric toaster, electric pot, electric frying pan, etc.), hair dryer	3 years
No specific period is set	5 years