

# From 1 February 2026, amendments to the Law on Protecting Consumers' Rights have taken effect

*FAO companies' legal departments*

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**Pepeliaev Group advises that, from 1 February 2026, amendments to the Russian Federation Law No. 2300-1 dated 7 February 1992 'On Protecting Consumers' Rights' (the "Consumer Protection Law") have entered into force.**

The amendments are being introduced in accordance with Federal Law No. 500-FZ dated 28 December 2025 'On Amending Certain Legislative Instruments of the Russian Federation' ("Law No. 500-FZ").

## Key amendments to the Consumer Protection Law

Article of the Consumer Protection Law	Consumer's right (as in effect before 1 February 2026)	Essence of the changes under Law No. 500-FZ
Article 13(6)	The right to receive a penalty amounting to 50% of the sum awarded in favour of the consumer if their claims are not satisfied voluntarily	<p>The penalty is not recoverable if:</p> <ol style="list-style-type: none"><li>1) the manufacturer did not satisfy the consumer's claims voluntarily through the consumer's own fault;</li><li>2) the manufacturer did not fulfil obligations to the consumer because the former's counterparty breached its supply obligations necessary for the obligations to the consumer to be met (except in cases where the manufacturer acted in bad faith or unreasonably when selecting such counterparty);</li><li>3) a mediation agreement was concluded between the consumer and the manufacturer before the consumer applied to the court, except where such an agreement was not performed through the manufacturer's own fault</li></ol>

Article of the Consumer Protection Law	Consumer's right (as in effect before 1 February 2026)	Essence of the changes under Law No. 500-FZ
Article 23(1)	The right to receive a contractual penalty (fine) of 1% per day of the product price for a violation of certain deadlines established by the Consumer Protection Law (articles 20, 21, and 22), as well as for failing to provide the consumer, during repair (replacement), with a similar product	<p>Restrictions on recovering penalties are being introduced:</p> <ol style="list-style-type: none"> <li>1) the amount of a penalty cannot exceed the amount paid by the consumer under the sale and purchase contract;</li> <li>2) if the amount of a penalty is clearly disproportionate to the consequences of the breach, the court may reduce such penalty</li> </ol>
Article 24(4)	The right to claim compensation for the difference between the contractual price and the price of the relevant product at the time the consumer's claim is satisfied, when a product of improper quality is returned	When determining the difference between the contract price and the price at the time the claim is satisfied, the degree of wear and tear as well as the year when the returned product was released must be taken into account

Law No. 500-FZ also introduces a provision prohibiting the consumer from assigning the right to claim payment of the penalty determined under article 23(1) of the Consumer Protection Law, and the penalty mentioned in article 13 of the Consumer Protection Law, to a person who is not a consumer, if such an assignment is made before the court decision to award such penalty comes into force. Such a transaction is regarded as void when it is performed.

As mentioned, the amendments came into force on 1 February 2026. According to general civil law rules, the amendments apply to relations arising after such amendments have entered into force. For relations arising before 1 February 2026, the amendments apply only to those rights and obligations that arise after the amendments have entered into force.

### **What to think about and what to do**

The amendments to the Consumer Protection Law should be taken into account both in ongoing disputes with consumers and in the future activities of manufacturers or sellers of consumer goods. These changes make adjustments to how evidence is collected for potential disputes with consumers: for example, it is necessary to document that the consumer is at fault for it being impossible for their claims to be voluntarily satisfied or that a counterparty has not performed its obligations and this has led to obligations to the consumer not being met.

### **Help from your adviser**

The amendments introduced by Law No. 500-FZ are clearly aimed at supporting sellers (manufacturers) of goods in relations with consumers. By

correctly applying the amended provisions of the Consumer Protection Law, sellers and manufacturers will allow themselves significantly to reduce costs associated with "consumer extremism". It remains unclear to what extent courts will consider the fault of the consumer or the seller's counterparties when awarding a "consumer penalty" under article 13 of the Consumer Protection Law.

Pepeliaev Group's specialists regularly monitor changes in Russian legislation and judicial practice, while they have extensive experience in litigation. Our services include legal support for various aspects of companies' activities and representing them in court.

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## Contact details



**Sergey Spasennov**  
Senior Partner

[s.spasennov@pgplaw.ru](mailto:s.spasennov@pgplaw.ru)



**Roman Sokolov**  
Senior Associate