

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

TWENTIETH CONGRESS
First Regular Session

HOUSE BILL NO. 829



Introduced by Hon. Julianne L. Baronda

EXPLANATORY NOTE

The exponential growth of e-commerce has revolutionized the way business is conducted, allowing consumers to access a wide range of products and services from the comfort of their homes. However, this convenience has been accompanied by challenges, particularly in terms of product legitimacy and the protection of consumers engaged in online transactions.

This Act proposes stringent measures to protect buyers in online transactions by ensuring the legitimacy of items delivered. It seeks to enhance consumer confidence and security in e-commerce by allowing buyers the opportunity to verify the contents of a package upon delivery, thus preventing fraudulent or incorrect deliveries. By doing so, buyers can make informed decisions and trust that the products they have purchased are accurate once delivered.

Further, this Act aims to minimize the risks of fraud by implementing stringent verification processes with the real and timely opportunity for the buyer to inspect the item delivered. Finally, this Act seeks to create a secure and transparent online marketplace, fostering a positive environment for buyers and sellers alike. It is our belief that these measures will contribute to the continued growth and sustainability of the e-commerce industry while prioritizing the protection of consumer rights.

In view of the foregoing, the passage of this bill is earnestly sought.

A handwritten signature in black ink, appearing to read "Jam", written over a horizontal line.

Rep. Julianne "Jam" L. Baronda
District Representative

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**AN ACT ESTABLISHING MEASURES TO PROTECT BUYERS IN ONLINE
TRANSACTIONS BY ENSURING THAT THE ITEMS DELIVERED ARE THE
SAME ITEMS PURCHASED ONLINE**

Be it enacted by the Senate and the House of Representatives of the Philippines in Congress assembled:

SECTION 1. – *Short Title.* - This act shall be known as the “*Online Transaction Buyer Protection Act of 2025.*”

SECTION 2. *Declaration of Policy.* – It is the policy of the State to promote and maintain a robust electronic commerce (e-Commerce) environment in the country by building trust between online merchants and the consuming public. The State recognizes the value and potential of the digital economy to increase competition and improve productivity, thus the need to establish secure and reliable e-Commerce platforms where goods are transacted online with appropriate transparency and utmost efficiency to encourage the creation of new products, services, business models and processes. Towards these ends, the State shall ensure an effective regulation of commercial activities to ensure that consumer rights are protected.

SECTION 3. *Definition of Terms.* - As used in this Act, the following terms shall mean:

- a) Online Transaction - Any purchase or exchange of goods or services conducted over the internet through websites, mobile applications, or other electronic platforms.
- b) Buyer - An individual or entity that makes a purchase in an online transaction.
- c) Seller - An individual or entity that offers goods or services for sale in an online transaction.
- d) Delivery Person - An individual or entity responsible for delivering goods purchased in an online transaction.

SECTION 4. *Verification of Package Contents.* - For all online transactions, the seller or their designated delivery person shall provide the buyer with the opportunity to verify the contents of the package upon delivery.

The delivery person shall be responsible for opening the package in front of the buyer and allowing the buyer to inspect the items to ensure that they match the description and specifications as advertised in the online transaction. As proof, both the delivery person and the buyer shall make a continuous video recording of the unopened item, while the same is being opened by the buyer, and until it is completely opened and inspected. The buyer may waive the opening of the item by signing a waiver or any form clearly informing him or her of his or her rights under this law.

If the buyer finds that the contents of the package do not match the description or specifications as advertised, they shall have the right to reject the delivery and refuse to accept the package.

In the event of a rejected delivery, the buyer shall have the right to request a refund or a replacement of the incorrect or misrepresented item, as per the terms and conditions of the online transaction.

SECTION 5. *Delivery Confirmation.* - The buyer shall confirm the acceptance of the package only after verifying that the contents match the description and specifications as advertised in the online transaction.

Once the buyer confirms the acceptance of the package, the seller shall not be liable for any discrepancies or issues with the contents of the package, except in cases of defective or damaged items not related to the buyer's actions.

SECTION 5. *Enforcement.* - Regulatory authorities overseeing e-commerce and online transactions shall enforce this law, ensuring compliance by sellers and delivery persons. Violations of this law may result in penalties, fines, or other appropriate legal actions against sellers or delivery persons found to be in violation.

SECTION 6. *Implementation and Guidelines.* - Regulatory authorities shall issue guidelines and regulations for the effective implementation of this law, including procedures for verification, dispute resolution, and penalties for non-compliance.

SECTION 7. *Effectivity.* - This Act shall take effect after fifteen (15) days following its publication in at least two (2) newspapers of general circulation and the Official Gazette.

Please note that the specific details and regulations for enforcing this law, as well as penalties for non-compliance, would need to be further defined and developed by relevant regulatory authorities in line with the overall framework provided by this proposed legislation.

Approved.