

ABSTRACT

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LEGAL PROTECTION OF BUSINESS ENTERPRISES IN THE SALE OF HANDPHONE SPARE PARTS REPAIR SERVICES AGAINST BAD FAITH CONSUMERS

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Nowadays in the era of globalization, there is no doubt that handphone is part of most of human life, we use handphone every day as our one of most important things to have because whatever we do we always use our handphone. Most of the time we use our handphone to communicate, to work, to look up the latest news and still a lot of other things to do. Because of the regular usage of handphone, it is very possible that the handphone that we use could be broken, may it because of accident or because the handphone was too old to use. When the handphone was broken not a lot of people can repair them, that's why we need technician to repair our handphone. Even so it is possible that sometimes there is customer that has bad faith and want to blame the technician, when the reality that wasn't the technician fault that was the consumer own fault. This study aim to solve the issue for every business owner to deal with customer that has bad faith and want to blame the business owner for something that was the customer own fault. The type of research that used in this study is normative-empirical legal research with judicial case study. The data used in this study is secondary data which is supported by primary data that was obtained through literature study and interview technique. These data will be analyzed using statue approach and case approach, while the method of analysis will using the deductive method. From the result of this study there is customer that having bad faith that want to get profit from the business owner from the result of examining the District Court's Decision Number 307/Pdt.Sus-BPSK/2022/PN Mdn. Not only researching about the legal protection for the business owner to deal with customer that having bad faith, this research also will analyze the judge consideration toward this case using the Consumer Protection Regulation. The conclusion of this research is there is some ways for business owner to deal with customer with bad faith using repressive method and preventive method and the judge consideration toward this case is still very poor.

Keywords: Bad Faith, Handphone, Business Owner, Legal Protection
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