

**CONSUMER PROTECTION IN E-COMMERCE IN THE PERSPECTIVE OF LAW
NO.8/1999 ON CONSUMER PROTECTION AND ISLAMIC ECONOMICS**
(Study on Consumer Protection Given By Tokobagus.com)

THESIS

By:

**ASNA JAZILLATUL CHUSNA
NIM 09220074**



**SHARIA BUSINESS LAW DEPARTMENT
SHARIA FACULTY
MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY OF MALANG
2013**

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2013**

APPROVAL SHEET

After reading and correcting the thesis of Asna Jazillatul Chusna Student ID Number 09220074 Sharia Business Law Department of Sharia Faculty of The State Islamic University Maulana Malik Ibrahim of Malang entitled:

**Consumer Protection in E-Commerce in The Perspective of Law No.8/1999 on
Consumer Protection and Islamic Economics
(Study on Consumer Protection Given by Tokobagus.Com)**

The supervisor stated that the thesis has met the scientific requirement to be proposed and to be tested on the Assembly Board Examiners.

Malang, 19th April 2013

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Consumer Protection in E-Commerce in the Perspective of Law No.8/1999 on Consumer Protection and Islamic Economics (*Study on Consumer Protection Given by Tokobagus.Com*)

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**Consumer Protection in E-Commerce in the Perspective of Law No.8/1999 on
Consumer Protection and Islamic Economics
(Study on Consumer Protection Given by Tokobagus.Com)**

Has been certified to pass with mark A (cumlaude)

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STATEMENT OF THE AUNTENTICITY

In the name of Allah,

With consciousness and responsibility toward the development of science, the writer declares that thesis entitled:

**Consumer Protection in E-Commerce in The Perspective of Law No.8/1999 on
Consumer Protection and Islamic Economics**
(Study on Consumer Protection Given by Tokobagus.Com)

Is truly writer's original work. It does not incorporate any materials previously written or published by another person. Is it is proven to be another person's work, duplication, plagiarism partly or whole content of this work, this thesis and my degree as the result of this writing be legally invalid.

Malang, 16th April 2013

Student,

Asna Jazillatul Chusna
NIM 09220074

MOTTO

يَأْتِيهَا الَّذِينَ ءَامَنُوا إِذَا تَدَايَنْتُمْ بِدَيْنٍ إِلَىٰ أَجَلٍ مُّسَمًّى فَاكْتُبُوهُ وَلْيَكْتُبَ
بَيْنَكُمْ كَاتِبٌ بِالْعَدْلِ وَلَا يَأْبَ كَاتِبٌ أَنْ يَكْتُبَ كَمَا عَلَّمَهُ اللَّهُ فَلْيَكْتُبْ

وَلْيَمْلِكِ الَّذِي عَلَيْهِ الْحَقُّ وَلْيَتَّقِ اللَّهَ رَبَّهُ

O ye who believe! When ye contract a debt for a fixed term, record it in writing. Let a scribe record it in writing between you in (terms of) equity. No scribe should refuse to write as Allah hath taught him, so let him write, and let him who incurreth the debt dictate, and let him observe his duty to Allah his Lord, and diminish naught thereof.

فِي كُلِّ يَوْمٍ زِيَادَةٌ مِنَ الْعِلْمِ وَاصْبَحْ فِي بُحُورِ الْفَوَائِدِ

((Every day adds knowledge and dives in Benefit Ocean))

DEDICATED

===== **=====

Great Thanks to Allah S.W.T for all of mercies and blessing, and for creating love in this universe.

And also thanks to the beloved prophet Muhammad S.A.W for his buffetings of Islam.

Special to:

((My beloved parents))

Abi Munjali and Ummi Siti Fatonah

((My beloved brother and sister))

Adek Samsul Fuad dan Adek Irdina Himalia Shalihah

((Ahmad Kalim's family))

Lek Ulfa, Pak Poh Ni, Pak Kolip, Pak Jian, Pak Arif, Lek Tin, Lek Umi, De bety and others, thanks for supporting me and all of my beloved cousins I luph you all.

((My beloved future husband who always cheers me up and gives inspirations))

*** ** ** ** ** ** ** ** ** ** ** ** ** ** ** ** ** **

Mr. Imam Suprayogo (president of UIN MALIKI), Mrs. Tutik Hamidah (Dean of Sharia Faculty), Mr. Suwandi (Chairment of Sharia Business Law), Mrs. Jundiani (Accademic Advisor), Mr. Zainul Mahmudi (Thesis Advisor), Mrs. Iffaty Nasyiah (my beloved lecturer), Mrs. Jamilah (Lecturer), Mrs. Erik Sabatini (Lecturer), Mrs. Farida (Lecturer), Mr. Sudirman (Lecturer), Mrs. Hariani (English Lecturer), Mrs. Khoirul Hidayah (Lecturer), Mr. Nur Yasin (Lecturer), Mr. Noer Yasin (Lecturer), Mr.Musa Taklima (Lecturer) and all of my Sharia Faculty Lecturers..

*** ** ** ** ** ** ** ** ** ** ** ** ** **

My big family of LTPLM Prof. Dr. K.H. Ahmad Mudhor, S.H, My big family of Mamba'ul Hisan iphoe, elo, unik, upik, mbk anyi, aris, puput, Jurisdicti jurnal, BEC club, all of members in B class Sharia Business Law.

== ** ==

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May peace and salutation are always given to the last prophet, Muhammad saw, who has guided his followers to the rightness, from the darkness to the lightness. May his followers get syafaat on here after.

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criticism and suggestion from the readers to make it better. I do hope that it can contribute to the development of Islamic Law.

Malang, 19th April 2013

The writer,

Asna Jazillatul Chusna
NIM 09220074

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TRANSLITERATION ORIENTATION

To write this thesis, the researcher uses international transliteration system from McGill University of Canada. It can be accessed at <http://syariah.uinmalang.ac.id>.

A. Consonant

Arab	Latin	Arab	Latin
ا	a	ط	t
ب	b	ظ	z
ت	t	ع	'
ث	th	غ	gh
ج	j	ف	f
ح	h	ق	q
خ	kh	ك	k
د	d	ل	l
ذ	dh	م	m
ر	r	ن	n
ز	z	و	w
س	s	ه	h

ش	sh	ع	‘
س	s	ي	y
د	d		

B. Madd and Diftong

Arab	Latin	Arab	Latin
آ	a (long vowel)	أَوْ	aw
إِي	i (long vowel)	أَيُّ	ay
أُو	u (long vowel)		

C. Abbreviation

SWT : Subhânah; Wa Ta'alâ

SAW : Sallallâhu ‘Alaihi Wasallam

Q. S. : al-Qur'an Surah