

CHAPTER V

CLOSING

A. Conclusion

Based on the results of the research and discussion, it can be concluded that:

1. The legal relationship between PT. Oto Multiartha and consumers occur when consumers have bound themselves as debtors in a debt agreement with the creditor/business entity, whereby the business entity provides promises and information regarding goods and/or services. At which point rights and obligations arise between the business entity and the consumer. This legal relationship is based on Articles 1320 and 1338 of the Civil Code.
2. Legal protection for the business entity in the Karawang District Court Decision No. 118/Pdt.Sus -BPSK/2022/PN Kwg has received legal protection in accordance with the provisions stipulated in Article 6 of Law Number 8 of 1999 concerning Consumer Protection regarding the rights of business operators, and consumers must fulfill their obligations in accordance with Article 5 of Law Number 8 of 1999 concerning Consumer Protection.

B. Suggestion

1. Consumers should fulfill their obligations to business actors and respect the rights of business actors in terms of agreements that have been made. When consumers commit themselves, they should act in good faith by fulfilling their

obligations to business actors in accordance with Law No. 8 of 1999 concerning Consumer Protection.

2. The Consumer Dispute Resolution Agency should pay attention to the rights and obligations of business actors, not only looking at the rights and obligations of consumers in accordance with Law Number 8 of 1999 concerning Consumer Protection, and should be able to consider the law appropriately and correctly.

