

**INFORMATION NOTE REGARDING THE AMENDMENTS TO THE REGULATION ON
DISTANCE CONTRACTS**

The “Regulation Amending the Regulation on Distance Contracts” published in the Official Gazette dated 24 May 2025 introduces significant updates to many provisions aimed at strengthening consumer protection. These amendments will enter into force on 1 January 2026.

1. Scope of Withdrawal Right Expanded Through Enhanced Disclosure Obligations

Certain products and types of sales that were previously excluded from the scope of the right of withdrawal have been re-included under this right through the recent consumer-friendly regulatory changes.

The following products and contractual scenarios are now covered by the right of withdrawal:

- Electronic devices such as mobile phones, computers, tablets, and smartwatches,
- Goods whose assembly or installation is carried out by the seller or an authorized service provider,
- Motor vehicles subject to road transport legislation,
- Drones (unmanned aerial vehicles) requiring registration or licensing,
- Contracts established through live public auctions.

2. Return Shipping Costs No Longer Borne by the Consumer When Exercising the Right of Withdrawal

Under previous legal provisions, consumers who exercised their right of withdrawal could be held responsible for return shipping fees, provided this obligation had been clearly stated in the preliminary information. The new regulation repeals this practice. As of 1 January 2026, in distance sales where the right of withdrawal is exercised, **the entire return shipping cost must be covered by the seller or service provider**, and no cost may be imposed on the consumer.

3. Mandatory Mediation Disclosure Now Required in Preliminary Information

Applications to consumer arbitration committees are subject to an annually determined monetary threshold. If the dispute exceeds this limit, the committees are no longer authorized to hear the case. In such instances, pursuant to Article 73/A of the Consumer Protection Law No. 6502, consumers are required to apply to a **mediation process before initiating a lawsuit** in consumer courts.

In line with the new amendment, from 1 January 2026 onwards, sellers and service providers must explicitly and clearly inform consumers in the **pre-contractual information form** that **mediation is a mandatory prerequisite before litigation**.

This requirement ensures that consumers are fully informed of the appropriate legal remedies available to them, including the obligation to attempt mediation first.

Kind Regards,

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*The explanations provided in our study are based on the current legislation of the Republic of Turkey and the public announcements made by the relevant official authorities. In cases of uncertainty, we recommend seeking our opinion and support before taking any final actions. Otherwise, our Law Firm cannot be held responsible for any actions taken or the consequences thereof based on the explanations provided herein.