**DAFTAR ISI**

**ABSTRAK.................................................................................................................. i**

**KATA PENGANTAR............................................................................................... iii**

**DAFTAR ISI............................................................................................................... v**

**BAB I PENDAHULUAN............................................................................................ 1**

 A Latar Belakang Masalah................................................................................ 1

 B. Perumusan Masalah...................................................................................... 7

 C. Tujuan Penelitian.......................................................................................... 7

 D. Manfaat Penelitian....................................................................................... 7

**BAB II TINJAUAN PUSTAKA............................................................................... 9**

 A. Pembahasn Umum Tentang Konsumen.................................................... 9

 B. Pengertian Sengketa Konsumen .............................................................. 14

 C. Dasar Hukum dan Ketentuan Hukum Perlindungan Konsumen.............. 15

 D. Akibat Beredarnya Barang Daluarsa Yang Diperjual Belikan..................17

E. Kendala Dalam Mengimplementasikan Undang-undang

Perlindungan Konsumen.................................................................................21

**BAB III METODE PENELITIAN......................................................................... 23**

 A. Lokasi Penelitian........................................................................................23

B. Jenis dan Sumber Data...............................................................................23

 C. Sifat Penelitian...........................................................................................26

 D. Teknik Pengumpulan Data........................................................................27

 E. Analisis Data..............................................................................................28

**BAB IV HASIL PENELITIAN.............................................................................. 30**

1. Prosedur Komplain Konsumen Atas Barang Daluarsa Yang Diajukan

 Ke BPSK.................................................................................................30

1. Tindakan yang Telah dilakukan Oleh Lembaga Konsumen

Terhadap Barang Daluarsa.......................................................................50

**BAB V PENUTUPAN...............................................................................................59**

1. Kesimpulan................................................................................................58
2. Saran..........................................................................................................59

**DAFTAR PUSTAKA.............................................................................................. 62**