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Regulatory Updates on Cash-on-Delivery Transportation under Thailand's Consumer Protection Regime

Since 2024, the business of cash-on-delivery (COD) transportation has been designated as a business responsible for managing the entries in payment receipts under the Thai Consumer Protection Law. This designation imposes obligations on business operators acting as intermediaries between buyers and sellers, particularly concerning the issuance of payment receipts and the handling of seller refund procedures.

On 5 July 2025, recent amendments to the Notification of the Contract Committee introduced targeted relaxations to consumer protection measures applicable to COD transportation operators, especially in the context of e-commerce transactions.

The amended regulation retains this five-day holding period but introduces a significant exception: if the consumer confirms that the goods is accurate and complete upon receipt, the operator is permitted to release payment to the seller immediately. This change enables faster settlements while preserving consumer rights in cases where product issues arise.

The amended regulation also addresses the issuance of payment receipts. Based on original compliance rule, for cash-on-delivery (COD) transportation operators were required to issue receipts upon receiving payment from the buyer in e-commerce transaction; however, the amendment provides added flexibility. If issuing a receipt immediately is not feasible, the receipts of payment must be issued and delivered by the following day. This ensures consumers continue to receive timely and verifiable proof of payment without disrupting operational efficiency. Delivery of electronic receipts remains subject to the provisions of the Electronic Transactions Act.

These regulatory updates provide some operational relief for logistics providers handling COD transactions. At the same time, they underscore the importance of traceability, transparency, and timely dispute resolution, especially for businesses functioning as intermediaries in the e-commerce transaction chain.

Should you have any question, please do not hesitate to contact us via info@bgloballaw.com