

ISBN NO : 978-605-05-1553-4
ESER ADI : TKETİCİNİN KORUNMASI : DN, BUGN,
GELECEK
YAZAR ADI : KUTLU KYC
YAYIM YILI : 2023

TKETİCİNİN KORUNMASI : DN, BUGN, GELECEK



ÖDEMELİ İSTEME VE GENEL DAĞITIM

YETKİN Basım Yayım ve Dağıtım A.Ş.

Strasbourg Caddesi No: 31/A 06430 Sıhhiye / ANKARA

Tel : 0 (312) 231 42 34 (35) – 232 03 43 Faks: 229 87 85

Şube: Abide-i Hürriyet Cad. No: 158 34381 Şişli / İSTANBUL

Tel: 0 (212) 234 50 56 (57) Pbx Faks: 0 (212) 234 50 58

e-mail: yetkin@yetkin.com.tr <http://www.yetkin.com.tr>

Yayınevi Sertifika No: 47453

Yayın Kodu: ISBN 978-605-05-1553-4

© Yetkin Yayınları 2023

Dizgi: YETKİN Elektronik Yayımcılık Sistemleri

Baskı: YETKİN BASİMEVİ

Kâzım Karabekir Caddesi No: 95/7-8-10

Tel: 0 (312) 341 00 06 06060 ANKARA

Matbaa Sertifika No: 47452

Dr. Kutlu KÖYCÜ

TÜKETİCİNİN KORUNMASI: DÜN, BUGÜN, GELECEK

- 6502 sayılı Tüketicinin Korunması Hakkında Kanun ve Uygulama Yönetmelikleri (2022 ve 2023 Değişiklikleri ile Birlikte)
- Tüketici Hakem Heyetleri, Tüketici Mahkemeleri, Topluluk Davaları ve Arabuluculuk
- Reklam Kurulu Örnek Kararları, Kurul İlke Kararları, Kılavuzlar ve Sosyal Medya Etkileyicilerine Yönelik Rehber
- Avrupa Birliği'nin 2019/2161/EC, 2019/770/EC, 2019/771/EC sayılı Direktifleri ve Dijital Hizmetler Yasası (DSA)
- Avrupa Birliği Yeni Tüketici Gündemi
- Avrupa Birliği Çevresel İddialar Direktif Taslağı
- Kurumsal Sosyal Sorumluluk ve Tüketicinin Korunması

Ankara 2023

- Albareda, L., Lozano, J., Tencati, A., Midttun, A., & Perrini, F., (2008), The Changing Role of Governments in Corporate Social Responsibility: Drivers and Responses. *Business Ethics: A European Review*, Volume 17, Number 4.
- Altınar Yolcu, F. Z. (2018). Tüketicinin Korunması Kavramının Tarihsel Gelişimi ve Bu Gelişimin Türk Hukukuna Yansıması, *Marmara Üniversitesi Hukuk Fakültesi Hukuk Araştırmaları Dergisi*, (24)2 1111 – 1124.
- Anderson, J., (1994), *Public Policymaking*, Houghton Mifflin Company.
- Aslan, Kemale Leyla, (2020), İnternet Üzerinden Yapılan Alışverişlerde Tüketicinin Korunması, Tüketici Hukukunun Güncel Sorunları, On İki Levha Yayınları, Ed. Öğr. Gör. Dr. Gözde Zeytin Çağrı, İstanbul.
- AT&T, (2015), As New Year's Eve Approaches, AT&T Aims to Reach Millions with Powerful Anti-Texting While Driving Message. from AT&T: <http://www.att.com/gen/pressroom?pid=18856&cdvn=news&newsarticleid=31449&mapcode=community/wireless&partner=LinkShare&siteId=je6NUbpObpQ-9RrcP8lPwIz6sw3eeTScWQ>, Erişim: 5 Haziran 2015.
- AT&T, (2014), AT&T 2013 Annual Sustainability Update from AT&T: <http://about.att.com/content/dam/csr/PDFs/att-2013-annual-update.pdf>, Erişim: 2 Haziran 2015.
- Avcı, N., (2009), İşletmelerin Sosyal Sorumluluk Alanları Kapsamında Tüketicilerin Korunması: Türkiye – Avrupa Birliği Tüketicileri Koruma Mevzuatının Karşılaştırılması, *Anadolu Bil Meslek Yüksekokulu Dergisi*, (13), 17-30.
- Aydın, Ramazan, (2016), Tüketici Sözleşmelerindeki Haksız Şartlar, *Erciyes Üniversitesi Hukuk Fakültesi Dergisi*, Cilt:11 Sayı:2, 83-123.
- Avrupa Birliği Türkiye Delegasyonu (Delegation of the European Union to Turkey), “Technical Assistance (TA) for Strengthening Consumer Protection”, <https://www.avrupa.info.tr/en/project/technical-assistance-ta-strengthening-consumer-protection-7857>, Erişim: 29.07.2022.
- Aydoğdu, Murat, (2014), 6502 sayılı Tüketicinin Korunması Hakkındaki Kanunun Getirdiği Yeniliklere Genel Bakış, *Dokuz Eylül Üniversitesi Hukuk Fakültesi Dergisi*, Vol: 15, No: 2, p.1-62.
- Balmer, J. M., (2006), Guest Editorial. *European Journal of Marketing* .
- Bank of America, (2013), Bank of America 2013 CSR Report. Retrieved from Bank of America: <http://about.bankofamerica.com/assets/pdf/Bank-of->

- [America-2013-Corporate-Social-Responsibility-Report.pdf](#), Erişim: 5 Mayıs 2015.
- BEUC (Bureau Européen des Unions de Consommateurs), (2022), “Who We Are”, <https://www.beuc.eu/about-beuc/who-we-are>, Erişim: 24.07.2022.
- Bourgoigne, T., & Trubek, D., (2015), European University Institute - Series A : Consumer Law, Common Markets and Federalism in Europe and the United States. ProQuest Ebrary.
- Bowie, N. E., (2013), Business Ethics in the 21st Century, Issues in Business Ethics 39. Springer Science Business Media.
- Breger, Marshall J.; Edles, Gary J., (2015), “Independent Agencies in the United States: Law, Structure, and Politics”, Oxford: Oxford University Press. ISBN: 9780199812127.
- Business Insider, (2015), 14 False Advertising Scandals That Cost Brands Millions. Retrieved from Business Insider: <http://www.businessinsider.com/false-advertising-scandals-2011-9#groupons-tourism-ads-5>, Erişim: 3 Temmuz 2015.
- Carotenuto, Giovanni, (2022), European Union: Proposal For A New EU Directive On Distance Marketing of Consumer Financial Services <https://www.mondaq.com/italy/financial-services/1198172/proposal-for-a-new-eu-directive-on-distance-marketing-of-consumer-financial-services>, Erişim: 26.08.2022.
- Carroll, A., & Buchholtz, A., (2014), Business and Society: Ethics, Sustainability and Stakeholder Management. Cengage Learning.
- Carvalho, Morais Jorge, (2019), Sale of Goods and Supply of Digital Content and Digital Services – Overview of Directives 2019/770 and 2019/771, <https://ssrn.com/abstract=3428550>, Erişim: 15.08.2022.
- Castro, D., (2011), Benefits and Limitations of Industry Self-Regulation for Online Behavioral Advertising. Retrieved from The Information Technology and Innovation Foundation: <http://www.itif.org/files/2011-self-regulation-online-behavioral-advertising.pdf>, Erişim: 4 Temmuz 2015.
- Ceylan, Ebru, (2021), Tüketici Hukukunda Seçilmiş Yargı Kararları, Bilge Yayınevi, Ankara.
- CitiGroup, (2013), Citi Global Citizenship. Retrieved from CitiGroup: http://www.citigroup.com/citi/about/data/corp_citizenship/global_2013_english.pdf, Erişim: 4 Temmuz 2015.
- CMA (Competition and Markets Authority), (2022), “About Us”, <https://www.gov.uk/government/organisations/competition-and-markets-authority/about#our-responsibilities>, Erişim: 08.07.2022.

- Connecticut State, Department of Consumer Protection, (2022), “The Roots of Consumer Protection in America”, [https://portal.ct.gov/DCP/ Agency-Administration/About-Us/History/The-Roots-of-Consumer-Protection-in-America](https://portal.ct.gov/DCP/Agency-Administration/About-Us/History/The-Roots-of-Consumer-Protection-in-America), Eriřim: 02.07.2022.
- Consumer Financial Protection Bureau, (2014), Consumer Response: A Snapshot of Complaints Received from Consumer Financial Protection Bureau: Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, Eriřim: 4 Temmuz 2015.
- Consumer Product Safety Commission, (2015), About CPSC. Retrieved from Consumer Product Safety Commission: <http://www.cpsc.gov/en/About-CPSC/>, Eriřim: 30 Haziran 2015.
- Consumer Product Safety Commission, (2015), Flammable Fabrics Act. Retrieved June 01, 2015, from Consumer Product Safety Commission: <http://www.cpsc.gov/en/Regulations-Laws--Standards/Statutes/Flammable-Fabrics-Act/>, Eriřim: 1 Haziran 2015.
- Consumer Product Safety Commission, (2015), Phthalates, from Consumer Product Safety Commission: <http://www.cpsc.gov/en/Business--Manufacturing/Business-Education/Business-Guidance/Phthalates-Information/>, Eriřim: 1 Haziran 2015.
- Consumers International, (2015), United Nations Guidelines for Consumer Protection. Retrieved from Consumers International: http://www.consumersinternational.org/media/33866/consumption_en.pdf, Eriřim: 24 Nisan 2015.
- Cumhurbaşkanlığı Mevzuat Bilgi Sistemi, (2022), Ticari Reklam ve Haksız Ticari Uygulamalar Yönetmelięi, <https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=20435&MevzuatTur=7&MevzuatTertip=5>, Eriřim: 27.08.2022.
- Çevik, Hasan Hüseyin, (2008), Kamu Politikası, Seçkin Yayınları.
- Daly, H., (1973), Towards a Steady State Economy. San Fransisco: Freeman.
- DREA, (2010), The Top 25 Greenwashed Products in America. Retrieved from www.businesspundit.com: <http://www.businesspundit.com/the-top-25-greenwashed-products-in-america/>, Eriřim: 30 Haziran 2015.
- Dışişleri Bakanlığı Avrupa Birlięi Bakanlığı, (2008), The National Report 2008, https://www.ab.gov.tr/files/UlusalProgram/UlusalProgram_2008/En/pdf/iv_28_consumerandhealthprotection.pdf, Eriřim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birlięi Başkanlığı, (2008), Türkiye Ulusal Programı. <https://www.ab.gov.tr/42260.html>, Eriřim: 30.07.2022
- Dışişleri Bakanlığı Avrupa Birlięi Başkanlığı, (2011), Türkiye 2011 Yılı Avrupa Birlięi

- İlerlemeRaporu.https://www.ab.gov.tr/files/AB_Iliskileri/AdaylikSureci/İlerlemeRaporlari/2011_ilerleme_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2012), Türkiye 2012 Yılı Avrupa Birliği İlerlemeRaporu.https://www.ab.gov.tr/files/AB_Iliskileri/AdaylikSureci/İlerlemeRaporlari/2012_ilerleme_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2013). Türkiye 2013 Yılı Avrupa Birliği İlerleme Raporu, https://ab.gov.tr/files/2013%20ilerleme%20raporu/2013_ilerleme_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2015), 2015 Türkiye Raporu, https://www.ab.gov.tr/files/5%20Ekim/2015_ilerleme_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2016) (a). 2016 Türkiye Raporu, https://www.ab.gov.tr/files/pub/2016_ilerleme_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2016) (b). Avrupa Birliği'ne Katılım için Ulusal Eylem Planı – 2016-2019., https://www.ab.gov.tr/siteimages/birimler/kpb/ulusal_eylem_plani-yeni.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2018). 2018 Türkiye Raporu, https://www.ab.gov.tr/siteimages/pub/komisyon_ulke_raporlari/2018_turkiye_raporu_tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (2019). 2019 Türkiye Raporu, https://www.ab.gov.tr/siteimages/birimler/kpb/2019_trkiye_raporu-tr.pdf, Erişim: 30.07.2022.
- Dışişleri Bakanlığı Avrupa Birliği Başkanlığı, (Ministry of Foreign Affairs Directorate of EU Affairs), (2022), “Türkiye – AB İlişkilerinin Tarihçesi (The History of Relations between Türkiye and the EU)”, https://ab.gov.tr/turkiye-ab-iliskilerinin-tarihcesi_111.html, Erişim: 29.07.2022.
- Dolowitz, D. & Marsh, D., (1996), Who Learns What From Whom: A Review of the Policy Transfer Literature, *Political Studies*, (XLIV), 343 - 357. <https://doi.org/10.1111/j.1467-9248.1996.tb00334.x>.
- Durovic, Mateja, (2020), Adaptation of Consumer Law to the Digital Age: EU Directive 2019/2161 on Modernisation and Better Enforcement of Consumer Law. *Annals of the Faculty of Law in Belgrade - International Edition*, vol. 2020, no. 2, 2020, pp. 62-79. HeinOnline.
- Dye, T., (1995), “Understanding Public Policy”, Prentice Hall.

- E-Consumer, (2015), E-Consumer News. Retrieved from E-Consumer: <http://www.econsumer.gov/turkish/resources/overview.shtm>, Eriřim: 3 Haziran 2015.
- Erginer, Umut Ozan, (2020), Tüketici Kredisi Sözleşmeleri, Yetkin Yayınları, Ankara.
- Evans, M. & Davies, J., (1999), Understanding Policy Transfer: A Multi-Level, Multidisciplinary Perspective, *Public Administration an International Quarterly*, 77 (2), 361, 385.
- European Commission, (2012), A European Consumer Agenda. Retrieved from European Commission: http://ec.europa.eu/consumers/eu_consumer_policy/our-strategy/documents/consumer_agenda_2012_en.pdf
- European Commission, (2011), A Renewed EU Strategy 2011-14 for Corporate Social Responsibility. Retrieved from European Commission: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0681:FIN:EN:PDF>, Eriřim: 4 Nisan 2015.
- European Commission, (2015), DIRECTIVE 2005/29/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL. <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2005:149:0022:0039:EN:PDF> Eriřim: 4 Nisan 2015.
- European Commission, (2015), Report on Consumer Policy January 2012 - December 2013. Retrieved from European Commission: http://www.consumersinternational.org/media/33866/consumption_en.pdf, Eriřim: 25 Nisan 2015.
- European Commission, (2015), Turkey 2015 Report, https://ab.gov.tr/files/5%20Ekim/2015_turkey_report.pdf, Eriřim: 07.08.2022.
- European Commission, (2016), Turkey 2016 Report, https://ab.gov.tr/files/pub/2016_progress_report_en.pdf, Eriřim: 07.08.2022.
- European Commission, (2017), Executive Summary of Fitness Check, https://ec.europa.eu/newsroom/just/document.cfm?doc_id=44838, Eriřim: 16.08.2022.
- European Commission, (2018a), Revised Indicative Strategy Paper 2014-2020 for Turkey, <https://ec.europa.eu/neighbourhood-enlargement/system/files/2018-12/20180817-revised-indicative-strategy-paper-2014-2020-for-turkey.pdf>, Eriřim: 30.07.2022.

- European Commission, (2018b), Turkey 2018 Report, <https://ab.gov.tr/siteimages/kapbtablolar/20180417-turkey-report.pdf>, Erişim: 07.08.2022.
- European Commission, (2019a), Turkey 2019 Report, [https://ab.gov.tr/siteimages/resimler/20190529-turkey-report\(1\).pdf](https://ab.gov.tr/siteimages/resimler/20190529-turkey-report(1).pdf), Erişim: 07.08.2022.
- European Commission, (2019b), Directive (EU) 2019/2161 of the European Parliament and of the Council, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L2161&from=EN>, Erişim: 18.08.2022.
- European Commission, (2019c), Directive (EU) 2019/770 of the European Parliament and of the Council, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L0770&from=EN>, Erişim: 18.08.2022.
- European Commission, (2019d), Directive EU 2019/771 of the European Parliament and of the Council, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L0771&from=en>, Erişim: 18.08.2022.
- European Commission, (2020a), Turkey 2020 Report, https://ab.gov.tr/siteimages/trkiye_raporstrateji_belgesi_2020/turkey_report_2020.pdf, Erişim: 08.08.2022.
- European Commission, (2020b), New Consumer Agenda - Strengthening Consumer Resilience for Sustainable Recovery, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52020DC0696&from=EN>, Erişim: 20.08.2022.
- European Commission, (2020c), Communication on a Retail Payments Strategy for the EU, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52020DC0592&from=EN>, Erişim: 26.08.2022.
- European Commission, (2021a), Turkey 2021 Report, <https://ab.gov.tr/siteimages/birimler/kpb/turkey-report-2021-v2.pdf>, Erişim: 08.08.2022.
- European Commission, (2021b), Pulling the Plug on Consumer Frustration and E-waste: Commission Proposes a Common Charger for Electronic Devices, https://ec.europa.eu/commission/presscorner/detail/en/IP_21_4613, Erişim: 21.08.2022.
- European Commission, (2021c), Regulation Laying Down Harmonised Rules on Artificial Intelligence, <https://eur-lex.europa.eu/legal->

[content/EN/TXT/HTML/?uri=CELEX:52021PC0206&from=EN](https://eur-lex.europa.eu/content/EN/TXT/HTML/?uri=CELEX:52021PC0206&from=EN),
Erişim: 22.08.2022.

European Commission, (2022a), New Consumer Agenda: European Commission to Empower Consumers to Become the Driver of Transition,
https://ec.europa.eu/commission/presscorner/detail/en/ip_20_2069,
Erişim: 04.08.2022.

European Commission, (2022b), A European Green Deal,
https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en, Erişim: 20.08.2022.

European Commission, (2022c), Sustainable Consumption Pledge,
https://ec.europa.eu/info/policies/consumers/consumer-protection-policy/sustainable-consumption-pledge_en, Erişim: 21.08.2022.

European Commission, (2022d), Digital Fairness – Fitness Check on European Consumer Law, https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13413-Digital-fairness-fitness-check-on-EU-consumer-law_en, Erişim: 21.08.2022.

European Commission, (2022e), Call for Evidence For an Evaluation / Fitness Check, https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13413-Digital-fairness-fitness-check-on-EU-consumer-law_en, Erişim: 21.08.2022.

European Commission, (2022f), Circular Economy: Commission Proposes New Consumer Rights and a Ban on Greenwashing,
https://ec.europa.eu/commission/presscorner/detail/en/ip_22_2098,
Erişim: 26.08.2022.

European Commission, (2022g), Proposal Amending Directive 2011/83/EU Concerning Financial Services Contracts Concluded at a Distance and Repealing Directive 2002/65/EC,
https://ec.europa.eu/info/sites/default/files/1_1_189477_prop_dis_en.pdf,
Erişim: 26.08.2022.

European Commission, (2022h), The Digital Services Act: Ensuring a Safe and Accountable Online Environment,
https://ec.europa.eu/info/strategy/priorities-2019-2024/europe-fit-digital-age/digital-services-act-ensuring-safe-and-accountable-online-environment_en, Erişim: 26.08.2022.

European Commission, (2022i), A Safer Online Environment,
https://ec.europa.eu/info/strategy/priorities-2019-2024/europe-fit-digital-age/digital-services-act-ensuring-safe-and-accountable-online-environment_en

- [environment/ europe-fit-digital-age-new-online-rules-users_en](#), Erişim: 26.08.2022.
- European Commission, (2022j), Questions and Answers: Digital Markets Act: Ensuring Fair and Open Digital Markets, https://ec.europa.eu/commission/presscorner/detail/en/QANDA_20_2349, Erişim: 25.08.2022.
- European Commission, (2023a), Proposal for a Directive of the European Parliament and of the Council on Substantiation and Communication of Explicit Environmental Claims (Green Claims Directive), <https://environment.ec.europa.eu/system/files/2023-03/Proposal%20for%20a%20Directive%20on%20Green%20Claims.pdf>, Erişim: 23 Mart 2023.
- European Commission, (2023b), Consumer Protection: Enabling Sustainable Choices and Ending Greenwashing, https://ec.europa.eu/commission/presscorner/detail/en/ip_23_1692, Erişim: 28 Mart 2023.
- European Council, (2022), Consumer Protection: Council Adopts its Position on New Rules for Consumer Credit, <https://www.consilium.europa.eu/en/press/press-releases/2022/06/09/consumer-protection-council-adopts-its-position-on-new-rules-for-consumer-credits/>, Erişim: 26.08.2022.
- European Parliament (2009), Cross Border Alternative Dispute Resolution in the European Union, https://www.europarl.europa.eu/meetdocs/2009_2014/documents/imco/dv/adr_study /adr_study_en.pdf, Erişim: 25.08.2022.
- Eurostat, (2022), E-commerce Statistics for Individuals, https://ec.europa.eu/eurostat/statisticsexplained/index.php?title=Ecommerce_statistics_for_individuals#General_overview, Erişim: 18.08.2022.
- EUR-Lex, (2022), “Summaries of EU Legislation – Consumers”, https://eur-lex.europa.eu/content/summaries/summary-09-expanded-content.html#arrow_0901, Erişim: 26.07.2022.
- Febelfin, (2012), A Road to a More Sustainable and Vigirous Financial Sector., <http://www.bankingforsociety.be/sites/default/files/flipbook-EN/index.html#/78/zoomed>, Erişim: 26 Mayıs 2015.
- Federal Ministry of Justice (Germany), (2022), “History of the Federal Ministry of Justice”, https://www.bmj.de/EN/Ministry/History/History_node.html;jsessionid=3DCCF2B8BBF03E9640C57744585F7C6_A.1_cid297, Erişim: 17.07.2022.

- FTC (Federal Trade Commission), (2015), Advertising to Kids and the FTC.: Retrieved from [www.ftc.gov: https://www.ftc.gov/sites/default/files/documents/public_statements/adv-ertising-kids-and-ftc-regulatory-retrospective-advises-present/040802adstokids.pdf](https://www.ftc.gov/sites/default/files/documents/public_statements/adv-ertising-kids-and-ftc-regulatory-retrospective-advises-present/040802adstokids.pdf), Eriřim: 5 Haziran 2015.
- FTC (Federal Trade Commission), (2012), Protecting Consumer Privacy in an Era of Rapid Change. Retrieved from Federal Trade Commission: <https://www.ftc.gov/sites/default/files/documents/reports/federal-trade-commission-report-protecting-consumer-privacy-era-rapid-change-recommendations/120326privacyreport.pdf>, Eriřim: 5 Haziran 2015.
- FTC (Federal Trade Commission), (2022), “Bureau of Consumer Protection”, <https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection>, Eriřim: 08.07.2022.
- Food&Water Watch, (2010), Bluewashing: Why the Bottled Water Industry’s EcoFriendly Claims Don’t Hold Water. Retrieved from www.foodandwaterwatch.org: <http://www.foodandwaterwatch.org/reports/bluewashing/>
- Fuchs, C., & Schreier, M., (2011), Journal Of Product Innovation Management. Customer Empowerment in New Product Development , pp. 17-32.
- Gap Inc., (2012), Social & Environmental Responsibility Report 2011-2012, from Gap Inc.: <http://www.gapinc.com/content/csr/html/company-overview/product-safety.html>, Eriřim: 1 Temmuz 2015.
- Garriga, E., & Mele, D., (2014), Corporate Social Responsibility Theories: Mapping the Territory. In A. Crane, D. Matten, & L. Spence, Corporate Social Responsibility (pp. 74-104). New York: Routledge.
- Goodwin, K., (2010), Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010. Retrieved May 13, 2015, from Federal Reserve History: <http://www.federalreservehistory.org/Events/DetailView/59>, Eriřim: 21 Temmuz 2010.
- Grochowsky, Mateusz, (2023), Consumer Law for a Post-Consumer Society, Journal of European Consumer and Market Law, EuCML 1/2023 Volume 12, 1-44.
- Güler, Ozan (2007). Tüketicinin Korunmasında Avrupa Birlięi Müktesebatının Neresindeyiz?. *Tüketici Yazıları (1)*, Hacettepe Üniversitesi TÜPADEM, 77-89.
- Haktankaçmaz, İ. (2009). Ülkeler Arasında Reform Transferi, *Türk İdare Dergisi*, (463), 181 – 197.
- Hasbro, (2015), Third Party Factories Audit Overview. from <http://csr.hasbro.com/datadash/ethicalsourcing>, Eriřim: 1 Haziran 2015.

- Health and Consumer Protection Directorate, (2008), Self-Regulation Practices in SANCO. Retrieved from Health and Consumer Protection Directorate: http://ec.europa.eu/dgs/health_consumer/self_regulation/docs/self-reg-SANCO-final.pdf, Eriřim: 18 řubat 2008.
- Horrigan, B., (2010), Corporate Social Responsibility in the 21st Century: Debates, Models and Practices Across Government, Law and Business. Cheltenham: Edward Elgar Publishing Limited.
- Husted, B., & Allen, D. B., (2008), How Do We Build Corporate Social Strategy. In A. Crane, D. Matten, & L. Spence, Corporate Social Responsibility-Readings and Cases in a Global Content (pp. 451-472). New York: Routledge.
- Hürriyet Gazetesi, (2013), Bankalara ve THY'ye Punto Cezası, www.hurriyet.com.tr: <http://www.hurriyet.com.tr/ekonomi/23529739.asp>
- International Consumer Protection and Enforcement Network (ICPEN), (2021), Final Report of the Enforcement in the Digital Economy Working Group.
- Ittig, K. B. (1983). The Consumer Movement in the United States. Bridgewater Review , pp. 7-11.
- Karadağ, Ö., (2014), Tüketici Sözleşmelerindeki Haksız Şartlar, Ankara.
- Karakocalı, Ahmet, (2021), Garanti Belgesi, *Tüketici Hukuku Davaları / Teori – Uygulama*, Seçkin Yayınları, 2021.
- Karluk, R. (2005). Avrupa Birliğı ve Türkiye, Beta Yayınevi.
- Karnani, A., (2014), The Case Against Corporate Social Responsibility. In A. Crane, D. Matten, & L. Spence, Corporate Social Responsibility - Reading and Cases in a Global Context. New York: Routledge.
- Kayıkçı, S. (2005). Bir Kamu Politikası Süreci, 1980 Sonrası Türkiye’de Tütün Politikası, Mülkiye Dergisi, (29-247), 43 -70.
- Kendall, B., Gill, R., & Cheney, G., (2007), Consumer Activism and Corporate Social Responsibility - How Strong a Connection? In S. May, G. Cheney, & J. Roper, The Debate over Corporate Social Responsibility (pp. 241-265). New York: Oxford University Press.
- Köycü, H. Kutlu (2009), Avrupa Ülkeleri Deneyimi ve Çağdaş Yönetim İlkeleri Işığında Türkiye’de Reklam Denetimine Yeni Yaklaşım, (mülga) Sanayi ve Ticaret Bakanlığı Tüketicinin ve Rekabetin Korunması Genel Müdürlüğü, Uzmanlık Tezi.
- Köycü, H. Kutlu (2011), Ticari Reklamların İdari Denetimi ve Reklam Kurulu, *Gümrükte Uzman Görüş*, 30. Sayı, Temmuz – Eylül 2011, 27-32.

- Köycü, H. Kutlu (2015), Corporate Social Responsibility and Consumer Protection, (Master Tezi), Northeastern University College of Professional Studies.
- Köycü, H. Kutlu; Tutumlu, Mehmet Akif (2016), Tüketici Uyuşmazlıklarının Çözümüne İlişkin 2013/11 sayılı AB Direktifi ve Bu Direktif Işığında Tüketici Hakem Heyetlerinin Durumu, *Terazi Hukuk Dergisi, Cilt: 11, Sayı: 116, Nisan 2016*, 170 – 175.
- Köycü, H. Kutlu (2021), Türkiye’de Politika Transferi Etkisindeki Bir Kamu Politikası Alanı: Tüketicinin Korunması (A Public Policy Area Influenced by Policy Transfer in Turkey: Consumer Protection), *Turkish Studies - Economy*, 16(3), 1171-1191. <https://dx.doi.org/10.7827/TurkishStudies.51606>.
- Köycü, H. Kutlu (2022), Consumer Protection in Turkish Integration to the European Union: Past, Present and Future, (Master Tezi), Zentrum für Europäische Integrationsforschung - Center for European Integration Studies, Rheinische Friedrich-Wilhelms-Universität Bonn.
- Küçükaydın, Emine Aslı, (2018), Tüketiciyi Koruyucu Nitelikli Geri Alma Hakkı, On İki Levha Yayıncılık, İstanbul.
- Legat, Olga, (2022), The Omnibus Directive – the New Way to Enhance Protection of EU Consumers, https://www.ey.com/en_pl/law/omnibus-directive, Erişim: 18.08.2022.
- Lodder A. R., & Carvalho J. Morais, (2022), Online Platforms: Towards an Information Tsunami with New Requirements on Moderation, Ranking, and Traceability, (2022), 33, *European Business Law Review*, Issue 4, pp. 537-556.
- Lubitow, A., & Davis, M., (2011), Pastel Injustice: The Corporate Use of Pinkwashing for Profit. *Environmental Justice*, 139,144.
- Lynn, L., (1980), “Designing Public Policy, “A Casebook on the Role of Policy Analysis”, Goodyear Publishing Company.
- Malkan, S., (2007), Not Just a Pretty Face: The Ugly Side of the Beauty. New Society Publishers.
- Management Innovations, (2008), Ethics of Consumer Pruduction and Marketing - Theories and Definitions, www.managementinnovations.com: <https://managementinnovations.wordpress.com/2008/12/02/ethics-of-consumer-production-and-marketing-theories-and-definitions/>, Erişim: 16 Nisan 2015.
- Matten, D., & Moon, J., (2008), Implicit and Explicit CSR: A Conceptual Framework for a Comparative Understanding of Corporate Social

- Responsibility. from JStor: <http://www.jstor.org/stable/20159405>, Eriřim: 21 Nisan 2015.
- McCarthy, Oya řahin, Dinç, Mutlu (Ed.) (2021), Tüketici Hukuku Davaları / Teori – Uygulama, Seçkin Yayınları.
- Mc Donald's, (2013), 2013 CSR Report. from Mc Donald's: http://www.aboutmcdonalds.com/content/dam/AboutMcDonalds/2.0/pdfs/2012_2013_csr_report.pdf, Eriřim: 29 Mayıs 2015.
- McDonald, L., & Rundle-Thiele, S., (2008), Corporate Social Responsibility and Bank Customer Satisfaction. International Journal of Bank Marketing, Vol. 26 Issue 3, 170-182.
- Meier, K. J. (1987), “The Political Economy of Consumer Protection: An Examination of State Legislation”, *The Western Political Quarterly*, (40-2), 343-359.
- Nadel, Mark V., (1971), “The Politics of Consumer Protection”, The Bobbs-Merrill Company Inc., Indianapolis, New York.
- NSW Government Fair Trading, (2022), “International Consumer Rights”, <https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-consumer-rights>, Eriřim: 07.07.2022.
- Özeke, Hergüner Bilgen, “Ticari Reklam ve Haksız Ticari Uygulamalar Yönetmelięi’nde 1 Mart 2022 Tarihinde Yürürlüęe Girmek Üzere Deęişiklikler Yapıldı”, <https://www.lexology.com/library/detail.aspx?g=2cb0d403-93d2-4692-a888-8199a5891f44>, Eriřim : 22.11.2022.
- Özel, Ç. (2007). Hukuksal Açıdan Tüketicinin Korunması ve Tüketicinin Korunma Gereklilięine İliřkin Bir Deęerlendirme, Tüketici Yazıları (1), Hacettepe Üniversitesi TÜPADEM, 15 – 26.
- Özen, Burak, (2022), Tüketicinin Korunması Hakkında Kanun’da Yapılan Deęişiklikler ve Uygulamaya Etkileri, Türkiye Barolar Birlięi Tüketici Hakları Komisyonu Sempozyumu (08.10.2022), Yayınlanmamış Toplantı Notları.
- Pappalardo, J. K. (2014). Contributions by Federal Trade Commission Economists to Consumer Protection: Research, Policy, and Law Enforcement, Journal of Public Policy & Marketing, Fall 2014, (33-2), 244 – 255.
- Pautler, P. (2014). A Brief History of the FTC’s Bureau of Economics: Reports, Mergers, and Information”, Review of Industrial Organization, 46, 59 – 94. <https://doi.org/10.1007/s11151-014-9430-3>
- Peltzman, S. (1976). Toward a More General Theory of Regulation. Journal of Law and Economics, 19 (August): 211-240.

- Poncibo, C., (2012), A Modernisation for European Consumer Law? In J. Devenney, & M. Kenny, European Consumer Protection. Cambridge University Press.
- Procter and Gamble, (2015), Product Safety - Our Safety Heritage, from www.pg.com:
https://www.pg.com/en_ZA/sustainability/product_safety.shtml, Eriřim: 1 Haziran 2015.
- Reklam Kurulu Başkanlıęı, Reklam Kurulu Kararları, (2023), <https://ticaret.gov.tr/tuketici/ticari-reklamlar/reklam-kurulu-kararlari>, Eriřim: 14.1.2023.
- Resmi Gazete, (2022), Mesafeli Sözleşmeler Yönetmelięinde Deęişiklik Yapılmasına Dair Yönetmelik, <https://www.resmigazete.gov.tr/eskiler/2022/08/20220823-2.htm>, Eriřim: 27.08.2022.
- Rutecka, Daria, (2022), The Digital Content Directive and the Sale of Goods Directive: when to apply which?, <https://www.schoenherr.eu/content/the-digital-content-directive-and-the-sale-of-goods-directive-when-to-apply-which/>, Eriřim: 18.08.2022.
- Sanayi ve Ticaret Bakanlıęı, (2009), *Tüketicinin Korunması Hakkında Kanunda Deęişiklik Yapılmasına Dair Kanun Tasarısı Düzenleyici Etki Analizi Raporu*, Bakanlık Raporu.
- Santander, (2013), Corporate Social Responsibility Report. Retrieved from Santander: http://www.santander.co.uk/csdlv/r/ContentServer?c=SAN Document_C&pagename=WCSUKPublicaLte%2FSANDocument_C%2FSANDocumentPreview&cid=1324571142690
- Schwartz, M., & Carroll, A., (2014), Corporate Social Responsibility: A Three Domain Approach. In A. Crane, D. Matten, & L. Spence, Corporate Social Responsibility - Readings and Cases in a Global Context. New York: Routledge.
- Seat Geek, (2022), What is the Secondary Ticket Market, <https://support.seatgeek.com/hc/en-us/articles/360012945394-What-is-the-secondary-ticket-market->, Eriřim: 19.08.2022.
- Sert Sütçü, Selin, (2019), *Elektronik Ticarete Tüketicinin Korunması*, 6502 sayılı Tüketicinin Korunması Hakkında Kanun Hükümlerine Göre Tüketici Hukuku Uygulamalarında Tüketicinin Korunması, Seçkin Yayınları.
- Shapiro, Ted, (2020), European Commission publishes report on the first short-term review of the Geo-Blocking Regulation (302/2018/EU), <https://www.wiggin.co.uk/insight/european-commission-publishes->

[report-on-the-first-short-term-review-of-the-geo-blocking-regulation-302-2018-eu/](#), Eriřim: 21.08.2022.

Smith, C., (2008), Corporate Social Responsibility: Whether or How? In A. Crane, D. Matten, & L. J. Spence, Corporate Social Responsibility (pp. 35-61). New York: Routledge.

Smith, K. & Larimer, C. (2009). *The Public Policy Theory Primer*, Westview Press.

Sobacı, M. (2009). *İdari Reform ve Politika Transferi*, Seçkin Yayınları.

Sobacı, M. (2008). *Uluslararası Politika Yakınsaması: Kavramsal Çerçeve*, AÜSBF Dergisi, Cilt: 63, Sayı: 3, https://doi.org/10.1501/SBFder_0000002076.

Stanford Encyclopedia of Philosophy, (2015), Kant's Moral Philosophy. from plato.stanford.edu: <http://plato.stanford.edu/entries/kant-moral/#GooWilMorWorDut> Eriřim: 12 Haziran 2015.

Steurer, R., (2010), The Role of Governments in Corporate Social Responsibility: Characterising Public Policies on CSR in Europe. Wien: Institute of Forest, Environmental, and Natural Resource Policy.

Stohl, M., Stohl, C., & Townsley, N., (2007), A New Generation of Global Corporate Social Responsibility. In S. May, G. Cheney, & J. Roper, The Debate Over Corporate Social Responsibility. New York: Oxford University Press.

Stuebs, M., & Sun, L. Corporate Social Responsibility and Firm Reputation. Journal of Accounting, Ethics & Public Policy, 12 (1).

The American Presidency Project, Special Message to the Congress on Protecting the Consumer Interest, <https://www.presidency.ucsb.edu/documents/special-message-the-congress-protecting-the-consumer-interest>, Eriřim: 17.08.2022.

The World Bank (2015), What is Sustainable Development. Retrieved from The World Bank: <http://www.worldbank.org/depweb/english/sd.html>,

Toshiba Group, (2015), CSR-Ensuring Product Safety. from Toshiba: <https://www.toshiba.co.jp/csr/en/performance/customer/safety.htm>, Eriřim: 1 Haziran 2015.

Ticaret Bakanlığı, (2019), Sivil Toplum Kuruluşları Eğitim İhtiyaç Arařtırması, <https://tuketici.ticaret.gov.tr/duyurular/tuketici-orgutleri-egitim-ihciyac-arastirmasiyayimlandi>, Eriřim: 30.07.2022.

Ticaret Bakanlığı Tüketicinin Korunması ve Piyasa Gözetimi Genel Müdürlüğü, (2019), Tüketicinin Korunmasının Güçlendirilmesi Teknik Destek Projesi, Alternatif Uyuřmazlık Çözümü Verimlilik Raporu,

- Bakanlık Raporu (Hazırlayanlar: Prof. Dr. Şebnem Akipek Öcal, Joost Bernhard Martens).
- Ticaret Bakanlığı, (2020), Tüketicinin Korunmasının Güçlendirilmesi Teknik Destek Projesi, Yeni Tüketici Politikasının Geliştirilmesi Amacıyla Kamuoyuyla İstişare Faaliyetleri, Faaliyet D Raporu, Bakanlık Raporu.
- Ticaret Bakanlığı, (2021), Sosyal Medya Etkileyicileri Tarafından Yapılan Ticari Reklam ve Haksız Ticari Uygulamalar Hakkında Kılavuz <https://tuketici.ticaret.gov.tr/duyurular/sosyal-medya-etkileyicileri-tarafindan-yapilan-ticari-reklam-ve-haksiz-ticari-uyg>, Erişim: 16.01.2023.
- Ticaret Bakanlığı, (2021), “Tüketicinin Korunmasının Güçlendirilmesi Teknik Destek Projesi ile Neler Yaptık?”, <https://tuketici.ticaret.gov.tr/haberler/tuketicin-korunmasininguclendirilmesi-teknik-destek-projesi-ile-neler-yaptik>, Erişim: 29.07.2022.
- Tutumlu, Mehmet Akif, (2016), Türk Hukuk Sisteminde Tüketici Hakem Heyetleri, Genişletilmiş ve Gözden Geçirilmiş 2. Baskı, Seçkin Yayınevi, Ankara.
- Tüketicinin Korunması ve Piyasa Gözetimi Genel Müdürlüğü, (2022), 7392 sayılı Kanuna İlişkin Yayınlanmamış Ticaret Bakanlığı Gerekçe Metni, Ankara.
- Türkiye Büyük Millet Meclisi, (2022), 7392 Sayılı Kanun Teklifi Bilgileri, https://www.tbmm.gov.tr/develop/owa/tasari_teklif_sd.onerge_bilgileri?kanunlar_sira_no=311670, Erişim: 27.08.2022.
- U.S. Bank, (2013), 2013 Corporate Citizenship Report from U.S. Bank, https://www.usbank.com/pdf/community/2013_Corporate_Citizenship_Report.pdf, Erişim: 30 Haziran 2015.
- Unerman, J. Stakeholder Engagement and Dialogue. In A. Crane, D. Matten, & L. Spence, Corporate Social Responsibility - Readings and Cases in a Global Context. New York: Routledge.
- UNIDO, (2015), What is CSR?, from United Nations Industrial Development Association: <http://www.unido.org/en/what-we-do/trade/csr/what-is-csr.html>, Erişim: 12 Haziran 2015.
- United Nations, (2008), Report of the World Commission on Environment and Development: Our Common Future. Transmitted to the General Assembly as an Annex to document A/42/427. <http://www.un-documents.net/ocf-ov.htm>
- United Nations, (2016), “Guidelines for Consumer Protection”, New York and Geneva.
- United Nations Department of Economic and Social Affairs, (2003), United Nations Guidelines for Consumer Protection. Retrieved from Consumer

- International: http://www.consumersinternational.org/media/33866/consumption_en.pdf
- Valant, J., (2015), Consumer Protection in the EU, Policy Overview, EPRS | European Parliamentary Research Service.
- Visser, W., (2011), The Age of Responsibility: CSR 2.0 and the New DNA of Business, Wiley.
- Vogel, D., (2005), The Market for Virtue. Washington D.C.: Brookings Institution Press.
- Weatherhill, Stephen, (2016), “A Companion to European Union Law and International Law”, John Wiley & Sons, Ltd.
- Wicklitz, Hans, Weatherill, Stephen, (1993), Consumer Policy in the European Community: Before and After Maastricht, *Journal of Consumer Policy*. – 16, 3, Pages 285-321.
- Weber, O., Diaz, M., & Schwegler, R. (2014), Corporate Social Responsibility of the Financial Sector – Strengths, Weaknesses and the Impact on Sustainable Development. Sustainable Development Volume 22 Issue 5 , 321-335.
- Wells Fargo, (2015), Responsible Lending - What It Means at Wells Fargo. Retrieved from Wells Fargo: <https://www.wellsfargo.com/mortgage/principles/fair-lending/>, Eriřim: 30 Haziran 2015.
- Winn, J. (2009), What Protection Do Consumers Require in the Information Economy. In *Ethics, Law and Society*. (4), Ashgate Publishing Group.
- Yavuz, Alpagut, (2010), Sürdürülebilir Kavramı ve İşletmeler Açısından Sürdürülebilir Üretim Stratejileri, *Mustafa Kemal Üniversitesi Sosyal Bilimler Enstitüsü Dergisi, Cilt/Volume: 7, Sayı/Issue: 14*, s. 63 - 86.
- Yay, E. (2016), Bir Kamu Politikası Olarak Politika Transferi ve Türkiye Örneęi, *Hukuk ve İktisat Arařtırmaları Derneęi*, (8-2), 48 – 63.
- Yıldız, Tuba, (2006), Reklamlarda Cinsiyetin Kullanımı, Marmara Üniversitesi Sosyal Bilimler Enstitüsü, Yüksek Lisans Tezi.
- 6502 Sayılı Tüketicinin Korunması Hakkında Kanunun Gerekçesi, (2021), <https://sayilikanuncom.wordpress.com/6502-sayili-tuketiginin-korunmasi-hakkindakanunun-gerekcesi/>, Eriřim: 30.08.2022.