

## ABSTRACT

Advances in information and communication technology have brought about social, economic and cultural changes that make things easier for society, especially in buying and selling application activities which are now increasingly widespread, coupled with the increasing and diverse number of applications used to carry out online buying and selling transactions. In this case, of course, the community needs supporting facilities such as transportation to send these goods. J&T is one of the many expeditions in Indonesia that can be trusted for the security of goods to be sent. However, even though it can be said to be trustworthy, there are often problems that consumers complain about, one of which is the loss of delivered goods. With this obstacle, transportation service users are disadvantaged because they have paid a certain amount of money to get the service they should get. Therefore, consumers have the right to protection if the goods do not reach the consumer during transportation. The type of research used by the author is field research which uses qualitative data, where the author visits the research site directly by interviewing several informants at PT J&T Express Kertapati Palembang branch, in order to obtain information that is in accordance with the author's research. From the research results, it was found that the protection provided by PT J&T Express to consumers is in the form of insurance. With J&T Express insurance, you can provide 100% compensation from the price of the goods and shipping costs, for goods that do not use insurance, compensation is given at 10 times the postage. For example, postage is IDR 12,000, then compensation is IDR 120,000 and if J&T Express is at fault, compensation will be according to the agreement between both parties or resolved amicably, while according to Islamic law or sharia economic law, it is recommended through deliberation in accordance with the recommendations of the Islamic religion, as long as This resolution and problem can still be resolved well and deliberation is better.

**Keywords:** *Consumer protection, transportation of goods.*