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Research Paper

Consumer Legal Protection for Defaults in Music Concert Ticket Purchase Deposit Services

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ABSTRACT

Music concert deposit service is a service that provides services to consumers to buy a ticket outside of the original seller of a concert, where the role of music concert deposit service in Indonesia is still many who are interested in using this service. The purpose of this study is to explain the responsibility efforts of service actors to purchase Coldplay music concert tickets and their legal implications for aggrieved consumers as well as a review of defaults against the sale and purchase of Coldplay music tickets in the concept of Sharia maqasid. The research method used in this study is empirical with a sociological juridical approach, the types and sources of data are divided into two, namely primary data and secondary data. Primary data were obtained through observation, interviews and the internet. Secondary data is in the form of documents such as laws and related records. It is then analyzed through the stages of editing, classification, verification, analysis, and conclusion to ensure the validity and relevance of the data. This study shows the results that efforts are made to compensate consumers and consumers get protection from litigation channels in accordance with the Consumer Protection Law and the ITE Law. Acts of default are contrary to the principles of hifz al-mal (protection of property), raf' al-zulm (prevention of tyranny), and maslahah (common good). If the perpetrator does not fulfill his responsibilities can be subject to criminal or civil legal sanctions.

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Introduction

In social life, humans are always concerned with monotonous things, such as watching music performances or concerts. Music is one of the ingredients for self-relaxation for humans. Music is the beauty of a tone in order to cause aesthetic satisfaction through the human sense of hearing, not all sounds or sounds can be categorized by the name of

music art or in sound art, only limited to beautiful, melodious, harmonious sounds and have a tone frequency that can be accepted by the listener (Wisnawa, 2020). Many musicians organize concerts to meet their fans, including musicians from abroad who want to feel the warmth of meeting fans from all over the world. Including in Indonesia, many musicians from abroad have recently held concerts in Jakarta such as Blackpink, Ed Sheeran, Bring Me the Horizon (BMTH) and Coldplay which had shocked the Indonesian people (Yefta Christopherus, 2023).

The phenomenon described above we can know that *entertainment,* or the holding of a music concert can be a promising path for business people in making a profit. Of the many concerts that are held, sometimes there are several concerts that limit the audience to avoid an exploding audience so that there is no urgency. Especially if the concert brings in international artists, it is not uncommon for the audience or fans to have to scramble to buy tickets. The existence of a limit on available tickets as a result of the emergence of service providers to purchase concert tickets for their fans so that they do not bother to scramble with other audiences.

Purchase deposit service providers will charge higher ticket prices than actually as payment for their services. However, not all purchase deposit service providers do their job properly. Many service providers deposit purchases who only want money from their service users without giving them the rights they deserve, this can be declared as a default, where they do not fulfill the agreement that has been made (Rachmat, 2001). One of the cases that needs to be studied is the default committed by a purchase deposit service provider at the Coldplay concert held on Wednesday, November 15, 2023 in Jakarta.

Many parties are enthusiastic about watching and enjoying Coldplay's performance, even they are willing to pay more than the predetermined price to enjoy the concert. From the many enthusiasms that exist, there are people who provide service providers who deposit purchases, so that there is the opportunity to harm many parties when the service is not carried out properly. One such case was carried out by Ghisca, hereinafter referred to as (GDA). He deceived Coldplay concert ticket buyers to the point of causing losses of IDR 5.1 billion (BBC News Indonesia, 2023). The incident began when the suspect participated in the hunt or *war* for Coldplay concert tickets in May 2023. Then, he offered tickets to his friends who worked as *resellers*. "GDA offered his friends a *reseller* under the pretext that the ticket was a *complimentary* ticket that was promised to be given ahead of the concert, and he also admitted to knowing *the promoter of the concert so as to increase the sense of consumer trust in GDH, but the fact is that from May to November there was no communication between GDH and the promoter* as well as the ticket intermediary so that it results in *Zonk concert tickets* and cannot be distributed. So that consumers feel deceived. In this case, the perpetrator has violated the agreement, which is also called default.

Default results in service users/consumers losing material and immaterial losses. Service users have lost money, time and at the same time not getting the tickets they want. Therefore, it is necessary to conduct a comprehensive study of consumer protection efforts based on Law Number 8 of 1999 concerning Consumer Protection article 1 paragraph 1 (UU No. 8 Tahun 1999, t.t.).

Research on consumer legal protection in concert ticket transactions has been conducted by several researchers with intersecting focuses, but has not specifically examined the ticket purchase deposit service as a separate practice. The article *Consumer Legal Protection Against Fraud in Ticket Sales Transactions Concerts Through Calo in Indonesia: Case Study of Concert Ticket Sales Fraud* highlights the rampant fraud in concert ticket sales

through brokers and analyzes the form of consumer legal protection based on Law Number 8 of 1999 concerning Consumer Protection, with an emphasis on the aspect of fraud and the responsibility of business actors (Kamelia & Gunawan, 2024). Furthermore, the article *Default and Compensation in the Transaction of Buying and Selling Coldplay Concert Tickets by Seller of Deposit Services* examines the default committed by the seller of the deposit service in the context of the failure to fulfill the achievement and the mechanism of compensation that can be demanded by consumers, with a civil and contractual law approach (Nariswari & Nugroho, 2025).

Meanwhile, the article *Legal Review of Defaults Committed by Brokers in Coldplay Concert Ticket Sales and Purchase Agreement* focuses on the legal relationship between brokers and ticket buyers, outlining the form of default and its legal consequences in the sale and purchase agreement (Setiawan et al., 2025). The three studies provide a strong conceptual foundation regarding default and consumer protection in concert ticket transactions, but still place brokers or sellers of deposit services as general subjects. Therefore, this study has a novelty by specifically focusing on the study of consumer legal protection for defaults in the service of depositing music concert tickets, as a service practice that is growing rapidly in the digital era but has not obtained adequate legal regulation and analysis.

The research gap in this study lies in the absence of a comprehensive and focused study analyzing the service of depositing music concert tickets as a stand-alone service legal relationship, especially in the context of default and consumer legal protection. Previous studies generally position brokers or sellers of deposit services generically as fraudsters or parties to ticket purchase and sale agreements, without distinguishing the characteristics of deposit services that involve elements of trust, upfront payment, and consumer dependence on the service provider. In addition, the previous study emphasized the normative aspects of default and compensation, but has not explored in depth the effectiveness of consumer protection instruments, the pattern of legal responsibility of deposit service providers, and the implications of weak supervision on the practice of ticket deposit services in the digital era. Therefore, this study fills this gap by focusing on the legal construction of concert ticket purchase services, typical forms of default, and the relevance of consumer legal protection mechanisms in ensuring legal certainty and justice for consumers.

Method

This study uses an empirical research method because the author wants to observe the causes of ticket sales failure using purchase deposit services. The approach used is a sociological juridical approach because the author wants to see, study, and understand the reality and practice in the field through observation and interviews (Anggoro, 2007). The location focuses on cyberspace, namely on *E-Commerce* stores that sell concert tickets because the problem discussed was raised from one of the online ticket purchase service providers. The types and sources of data are divided into two, namely primary data and secondary data. Primary data was obtained through semi-structured interviews and direct observation of business actors, people who purchase tickets through purchase deposit services, one of which is Arya. Secondary data is in the form of documents such as laws and related records. Data collection techniques include in-depth interviews with informants and documentation that supports the research process and supports primary data such as Law No. 11 of 2008 concerning Electronic Information and Transactions and Law No. 8 of

1999 on Consumer Protection. Then the collected data is analyzed through the stages of editing, classification, verification, analysis, and conclusion to ensure the validity and relevance of the data in answering the problem formulation.

Discussion

Accountability of service business actors who deposit the purchase of Coldplay music concert tickets to aggrieved consumers

Electronic commerce, which includes buying and selling goods through electronic facilities over an internet network, is known as electronic media or *e-commerce* (Triton, 2006). With the use of electronic transactions, akab has an impact on the occurrence of legal consequences. Therefore, in carrying out a binding agreement to various parties, one must pay attention to Law 11 of 2008 which then related to the legal requirements of electronic contracts is emphasized in government regulation no. 71 of 2019 article 46 in paragraph 2 which reads "electronic contracts are considered valid if there is an agreement between the parties, carried out by a competent legal subject or who authorized to represent in accordance with the provisions of laws and regulations, there are certain matters and the object of the transaction must not conflict with laws and regulations, decency, and public order.

Default occurs when one of the parties does not fulfill the agreed agreement. Defaults can occur intentionally or unintentionally, and the party who inadvertently commits a default can do so because they are unable to do so or because they are forced not to do so. The existence of a default in an agreement will result in legal consequences as stipulated in Article 19 of the UUPK which reads "Business actors who offer products through the Electronic System must provide complete and correct information related to the terms of the contract, manufacturer, and product offered" (Sidabalok, 2014). Any effort that guarantees legal certainty to protect consumers is known as consumer protection. Many cases have occurred, especially those related to electronic transaction failures. One of the cases was carried out by GDA, he deceived Coldplay concert ticket buyers to cause losses of Rp 5.1 billion.

Where the incident began when the suspect participated in the hunt or *war* for Coldplay concert tickets in May 2023. Then, he offered tickets to his friends who worked as *resellers*. "GDA (Ghisca) offered his friends as a *reseller* under the pretext that the ticket was a *complementary* ticket that was promised to be (given) ahead of the concert, but when the concert took place GDA disappeared without accountability for the purchase of the tickets, one of the informants named Arya who was a friend of the suspect and also a business actor or known as *a Reseller* concert tickets, he became a victim of GDA fraud of 1.2 billion, he said that in the system of buying tickets is done by payment in advance, then tickets will be given during the concert. However, when the concert ended, Arya did not get her rights related to tickets. In the review, the GDA suspect in online ticket sales has met the elements of default, which are forms of default in electronic transactions experienced by consumers, including such as inconsistencies in agreements in the ownership of goods, defects in goods, delivery of goods not in accordance with the agreed time, non-conformity of goods specifications, goods not in accordance with the agreement.

This form of default will have legal consequences for violations of Government Regulation No. 71 of 2019 concerning Electronic Transactions where in article 47 which reads "Electronic Contracts at least contain: identity data of the parties, objects and

specifications, requirements for Electronic Transactions, prices and fees, procedures in the event of cancellation by the parties, provisions that give the right to the aggrieved party to be able to return the goods and/or request a replacement of the product if there are hidden defects and legal options for the settlement of Electronic Transactions". In the article, it is explained that in carrying out electronic transactions, it must contain things that have been agreed, if the transaction occurs not according to the agreement, it will violate article 47 (Moh Nasir, 2003).

Judging from the GDA case, the presence of a default in business will result in losses to consumers, so it is very important that there is consumer protection in the buying and selling process as stipulated in the legal protection provided by Law Number 8 of 1999 concerning Consumer Protection (UUPK) explaining how the business performance of electronic transactions that are detrimental to consumers. Basically, legal protection against consumers in trade transactions is provided in two forms: first, protection in the form of general regulations, such as laws and government regulations, and second, protection in the form of specific agreements made by each party. This agreement usually consists of the content of the agreement between the consumer and the business actor, such as provisions regarding compensation, debt terms, and so on (Sukarmi, 2008). The UUPK has regulated the rights and obligations of business actors which are related to the rights regulated in Article 4 and the obligations of business actors are regulated in Article 4 7, related to acts of default in the above cases in Article 7 letter g of the UUPK states that "compensate, compensate and/or reimburse if the goods and/or services received or used are not in accordance with the agreement".

Most cases of default are caused by the incompatibility of the goods ordered with the goods received, which is prohibited by UUPK Article 8 paragraph (1) letter f. The article prohibits business actors from making or selling goods that are not in accordance with the promises in labels, etiquette, descriptions, advertisements, or sales promotions. Consumers who feel affected by business actors who violate the agreement that has been approved in accordance with Article 45 paragraph (1) of the UUPK can sue business actors through consumer and business dispute resolution institutions or through courts in general courts (litigation) (Kristiyanti, 2011). However, consumers can also choose to resolve disputes through non-litigation or out of court, this is explained in Article 45 paragraph (2) of the UUPK. Out-of-court dispute resolution can involve peace between the parties (Nugraha, 2008). In out-of-court dispute resolution (non-litigation), the UUPK facilitates consumers who feel aggrieved can file a lawsuit through the Consumer Dispute Settlement Agency (BPSK), this applies to individual lawsuits (consumers or their heirs) while class *action lawsuits* can only be carried out through the general court (Sidabalok, 2014). The discussion related to this problem, not only discusses from the point of view of consumer protection, but has a relationship with electronic transactions considering that the suspect GDA also makes transactions through one of the *platforms* on social media, in the review of the Law on electronic transactions, namely as in Article 1 part 2 of the ITE Law states that trade or business activities that use electronic media are also included in the category of electronic transactions.

Trade transactions through electronic media, agreements between parties will remain valid. The existence of an agreement between the parties in an electronic transaction occurs when the transaction offer from the sender is accepted and approved by the recipient in accordance with Article 20 paragraph (1) of the ITE Law. The provisions for the validity of electronic contracts are explained in Article 47 paragraph (2) of GR 82/2012, which states

that an electronic agreement is considered valid if: there is an agreement of the parties, carried out by a capable legal subject or who is authorized to represent in accordance with the provisions of laws and regulations, there are certain things, the object of the transaction must not be contrary to laws and regulations, morality and public order.

The provision of legal protection to consumers is regulated in Article 49 paragraph (3) of Government Regulation 82 of 2012 which requires business actors to set a deadline for returning goods if they are not in accordance with the agreement or are hidden damaged: "If the business actor commits a default without good faith, the consumer can sue the business actor who uses an electronic system in accordance with Article 38 paragraph (1) and Article 39 paragraph (2) of the ITE Law". Consumers can also resolve their disputes through arbitration or alternative dispute resolution institutions in accordance with applicable regulations. Protection for consumers in electronic transactions is also regulated in Article 5 paragraph (1) of the ITE Law which states that electronic information, electronic documents, and their printed results can be used as valid legal evidence (Putri & Hadjon, 2014). Article 18 of the first part of the ITE Law states that electronic transactions made in electronic contracts have legal force for all parties, while Article 28 of the first part of the ITE Law regulates actions that are not allowed to be carried out or actions that are detrimental to consumers in electronic transactions. If an act is committed as stated in Article 28 paragraph (1) of the ITE Law, a person can be punished with a maximum of 6 years imprisonment and/or a fine of up to Rp 1 billion, according to Article 45 paragraph (2) of the ITE Law, "Every person who meets the elements as referred to in Article 31 paragraph (1) or paragraph (2) shall be sentenced to a maximum of 10 (ten) years in prison and/or a maximum fine of Rp800,000,000, 00 (eight hundred million rupiah)"

Principles of responsibility in law can be distinguished as follows: responsibility on the basis of guilt only when a person makes a mistake, he can be punished legally according to this principle (Kristiyanti & Tri, 2011). Presumption is always responsible. According to this principle, the defendant is always assumed guilty until proven otherwise. Therefore, the burden of proof lies with the sued party (Kristiyanti & Tri, 2011). Presumption is always irresponsible. Consumer transactions in such principles are very limited, and such restrictions are usually factually justifiable (Kristiyanti & Tri, 2011). Next Absolute responsibility. However, there are exceptions that can exempt from this rule, such as *force majeure situations*. This forced situation is a situation that occurs beyond the control of the parties involved, such as a natural disaster. Generally, the principle of absolute responsibility in consumer protection law is used to affirm the responsibility of business actors (producers) who sell products to the detriment of consumers. Limitation of liability This principle of liability is very detrimental to consumers (C. T. S. Kristiyanti & Tri, 2011).

Article 19 in the UUPK provides regulations on the responsibilities that must be accounted for by business actors in general: Providing compensation for damage, compensating for pollution, compensating for consumer losses due to consuming the goods or services produced. The period of compensation for this loss is carried out within a maximum of 7 (seven) days after the date of the transaction (Sidabalok, 2014). In electronic transactions that are in default, the principle of absolute responsibility has an important role because it allows business actors to be responsible for consumer losses without the need to prove their mistakes. Article 21 paragraph (2) letter a of the ITE Law stipulates that if an electronic transaction is carried out by itself, then all legal consequences in the

implementation of the transaction are the responsibility of both parties involved in the transaction. Liability related to losses has been regulated in Articles 1243 and 1246 of the Civil Code, while Article 24 of the UUPK states that the seller is liable for claims for damages or the consumer if the goods are not changed by the buyer, with the exception if the buyer makes the changes.

The problem raised when contextualized, some of the informants who were determined and also this informant was a *reseller* who claimed to be a victim of the GDA suspect. Where GDA has committed a default in the sale and purchase contract, namely GDA has made a transaction, but GDA cannot fulfill the goods that have been paid for so it is classified as a default. One of the informants named Arya, Arya is a business actor engaged in deposit services, he has a *platform* that does have a lot of customers, in this default problem Arya gets the impact of the actions taken by GDA, where Arya suffered a loss of 1.5 billion from Coldplay ticket sales fraud. Arya as a *ticket reseller* business actor remains responsible by compensating ticket money in accordance with the previous contract. He emphasized that it is related to the chronology as well as the responsibility of the problem.

"I am a friend of GDA, yes at first this is how GDA is a high school friend I saw why there was a change, yes related *to the fashion* of wearing expensive things, now I asked about the change, it turned out that he was because of selling concert tickets, finally yes I participated, because I also often have experience related to deposit services as well, finally I participated in selling Coldplay tickets, The total principal is around 1.5 billion. But yes, after it turned out that GDA was a fraudster whose money had been used and the ticket was missing, finally I as a ticket seller returned the money that had come in, because the goods were also missing, so I was responsible." (Arya, 2024).

The second informant is a person with the initials A, this informant does not want to be identified, he suffered a loss of 1.3 billion from the sale of Coldplay tickets, where this informant also compensates according to the initial nominal of the ticket price. "I'm sorry, I can't tell you my identity, so more or less what I feel is almost the same as Mas Arya because I bought it from Mas Arya related to Coldplay tickets, I also lost 1.3 billion with the fraud from GDA, but yes I still return the money, mas" (Inisial A, 2024).

These two usha actors, in carrying out buying and selling activities, are business actors who take absolute responsibility where they admit guilt for their actions. And also in compensation as per the UUPK. However, for the suspect in terms of accountability, currently he has not been held accountable, considering that the suspect has assets, but several assets have been confiscated so that the GDA suspect related to liability is faced with liability with the state, namely criminal punishment. Apart from the ticket business actors who experienced the fraud, in addition to that several informants were also found from consumers, the informant was named Rudi, Rudi is a businessman in Surabaya where he bought 2 tickets with his wife in this case he explained that, "So this is it, I know that selling tickets from Instagram mas, because it is rame and some friends recommend that person, finally I bought a mas, it turned out that until d-1 the ticket was also not pityed, because he had already been caught, this has also not been replaced by mas related to my losses" (Rudi, 2024).

The same condition was also experienced by Dandi, where Dandi also bought not at GDA but at Arya's informant he explained that, "so we are the initial agreement, we will pay first and then the ticket will be given at the location, but yes, Mas Arya I keep in touch with him, he also always gives information that is not lost, even the ticket money is

reimbursed" (Dandi, 2024).

Acts of Default on the sale and purchase of Coldplay concert tickets in Tinjau with *Maslahah Syariah*

The Coldplay ticket default case, in which suspect Gischa allegedly failed to fulfill his responsibility in providing tickets that had been paid for by the buyer, can be analyzed through the *framework of Sharia Maslahah* to understand this issue fairly and holistically. From the perspective *of Maslahah Shariah*, such acts of default reflect a violation of the principles of trust and contractual rights that must be safeguarded to ensure social justice and the well-being of the parties involved (Gemala Dewi, dkk, 2018). The principle of hifz al-mal in *Maslahah Syariah* emphasizes the importance of protecting individual property rights and ensuring that economic transactions run peacefully. In this case, the ticket buyer has handed over a sum of money in the hope of receiving the ticket in return as per the agreement. When Gischa failed to provide the ticket, it violated this principle, resulting in economic losses to the buyer. To enforce the protection of property, *Sharia law* directs that buyers' losses be recovered through refunds, or if possible, through the provision of tickets in accordance with the contract. Protection of Property (Hifz al-Mal) in *Sharia Maslahah* and Default Cases.

The principle *of hifz al-mal* or protection of property is an important element in *Maslahah Syariah* which aims to protect the ownership of property and ensure its use in accordance with justice and benefit. In the context of the Coldplay ticket default case by the suspect Gischa, a violation of this principle occurs when the buyer's payment is not accompanied by the fulfillment of the obligation, namely the provision of the promised ticket. This violates the buyer's individual rights to his property and creates injustice. In the perspective *of Maslahah Sharia*, property protection includes the restoration of the rights of the aggrieved party, either through restitution, compensation, or other actions that meet the principles of justice (Djuwaini, 2020). In addition, *Maslahah Syariah* also emphasizes the importance of preventing greater negative impacts, such as the breakdown of trust in online transactions, which can harm the economy at large. Solving such cases must consider the public interest, such as by strengthening regulation and supervision of online buying and selling platforms to prevent similar incidents in the future (Syamsul Anwar, 2010). In addition, the value of trust in asset management is the core of asset protection in Islam, where each party involved in the transaction has a moral and legal responsibility to protect the rights of the other party. Thus, *Maslahah Sharia*'s approach in this case not only focuses on the return of buyer rights but also encourages increased integrity in the transaction system and public trust.

Maslahah Syariah aims to prevent all forms of tyranny (zulm), including injustice arising from breach of contract. In this context, Gischa receiving money but not fulfilling contractual obligations has caused injustice to the buyer. Therefore, the settlement should focus on restoring the rights of the buyer, such as financial compensation or appropriate compensation. On the other hand, legal action against Gischa also needs to be taken to ensure justice is done without causing greater harm to both parties. The prevention of tyranny (*raf' al-zulm*) in the case of the Coldplay ticket default by the suspect Gischa emphasizes the importance of restoring justice for the aggrieved party and preventing wider negative impacts. In this case, the tyranny occurs because the buyer's right to the promised ticket is violated even though they have fulfilled the payment obligation. The

principle *of raf' al-zulm* in *Maslahah Syariah* directs that the rights of the buyer be immediately restored, either through refunds or equivalent compensation. In addition, firm but fair legal action against Gischa is needed to provide a deterrent effect and ensure that similar violations do not recur. Greater tyranny, such as the breakdown of public trust in online transactions, also needs to be prevented through stricter regulations and transparency oversight by ticketing platforms. With these measures, the principle of justice is upheld not only for the directly harmed parties but also to protect the integrity of the economic system as a whole (Fajar & Achmad, 2010).

The case also touches on the principle of *hifz al-akhlaq* (safeguarding morals and ethics), where *Maslahah Syariah* emphasizes the importance of honesty and trust in all interactions, including business transactions. When Gischa offers tickets to buyers, he has a moral and legal responsibility to ensure that they are actually available. Violations of this mandate not only harm buyers financially but also damage public trust in online transactions. Therefore, in addition to solving the problem of losses, educational steps such as increasing online transaction literacy and instilling trust value must be part of the solution.

The principle *of hifz al-akhlaq* in *Maslahah Syariah* emphasizes the importance of maintaining moral values, trust (trust), and ethics in every human interaction, including in business transactions. Trust is at the heart of healthy social and economic relations, where each party has a moral responsibility to fulfill its obligations in accordance with the agreement. In the case of the Coldplay ticket default by the suspect Gischa, the violation of the trust principle occurred when Gischa failed to provide the ticket that had been paid for by the buyer. This action not only violates the legal contract, but also violates the moral and ethical values on which human interaction is based in Islam. Failure to fulfill this mandate creates material losses and trust, which can ultimately damage social relationships and the reputation of online transaction systems.

Maslahah Syariah directs that such violations be handled with an approach that not only recovers the losses of the aggrieved party, but also instills awareness of the importance of trust and ethics. The settlement of this case may involve fair compensation to the buyer as a form of redress for breach of trust, followed by efforts to educate the perpetrator to increase his or her future liability. In addition, the enforcement of trust values in the community can be carried out through stricter regulations on online transaction platforms, ensuring that transaction actors are verified and responsible for their actions. By maintaining trust and ethics in every transaction, *the Maslahah Syariah* framework not only resolves specific violations, but also creates an economic and social system that is more stable and trustworthy by the wider community.

The principle *of jalb al-maslahah* directs that the settlement of this case not only restores individual rights but also maintains public trust in the transaction system. Gischa's case could create a domino effect that exacerbates distrust of online ticket transactions. Therefore, fair and transparent solutions, such as mediation or efficient justice, need to be undertaken to restore public trust. In addition, stricter regulations on online ticketing platforms can also be implemented to prevent similar cases in the future. The common good (*jalb al-maslahah*) is one of the main goals of *Maslahah Syariah* which aims to create benefits and prevent losses for society collectively. In this context, welfare includes not only material

needs but also moral, social, and spiritual aspects that ensure balance and harmony in people's lives. This principle demands that any decision or action be not only oriented towards individual gain, but also consider its impact on society at large. Thus, *jalb al-maslahah* becomes the basis for drafting laws and policies that protect the public interest (Mahmud Marzuki, 2005).

In the context of the Coldplay ticket default case by Gischa, the principle of public benefit can be used to analyze the impact of this default on society. When Gischa fails to fulfill its obligation to provide tickets that have been paid for by buyers, the losses suffered are not only individual but also have the potential to undermine public trust in online transactions. This can create instability in the digital trading system, hinder economic development, and worsen the image of ticket *trading platforms*. Therefore, the settlement of this case must consider its impact on the benefit of the community, not only on the parties directly involved.

Maslahah Syariah directs that the settlement of cases like this be carried out with a fair, transparent, and oriented approach to the interests of the community as a whole. Some of the steps that can be taken include the restoration of buyers' rights as a form of restoration, law enforcement to provide a deterrent effect to perpetrators, and stricter regulations to prevent similar incidents in the future. For example, stricter supervision of online transaction platforms, such as an escrow system (payments are withheld until obligations are met), can help prevent fraud risks and increase public trust.

In addition, *Maslahah Syariah* also emphasizes the importance of public education as part of efforts to create public benefits. In this case, buyers need to be given digital literacy to be more careful in online transactions, while transaction actors, including sellers, must understand the importance of trust in business relationships. With this approach, *jalb al-maslahah* not only prevents future losses but also builds a more stable, fair, and trustworthy system by the community.

In conclusion, the *principle of jalb al-maslahah* in *Maslahah Syariah* provides a comprehensive guide to handling Coldplay ticket default cases in a way that not only recovers individual losses but also improves the online transaction system as a whole. By ensuring that the public interest is maintained, Islamic law can play an active role in creating social harmony and sustainable economic stability.

Maslahah Syariah emphasizes flexibility in the application of the law in order to avoid greater harm (daf'al-mafsadah). In these cases, an overly harsh legal action against Gischa may lead to greater harm, such as reputational damage or psychological distress, especially if he is proven to be merely negligent and not fraudulent with malicious intent. Therefore, a deliberative approach (sulh) that allows for a peaceful settlement, such as a refund to the buyer or the provision of alternative compensation, can be a balanced solution and meets the principles of *Maslahah Sharia*. The flexibility of Islamic law allows for the adjustment of rules according to the context of the times, place, and circumstances of society, in order to avoid greater losses. This principle is reflected in the concepts *of maslahah* (benefit) and emergency (emergency), which provide room for legal adjustments to achieve the goals of sharia, namely the benefit of humanity. For example, in an emergency situation, something that was initially prohibited may become permissible to prevent greater harm or loss. This

shows that Islamic law is elastic and adaptive to social change, as long as it does not conflict with the basic principles of sharia.

Conclusion

Based on the results of research and theoretical analysis, concert ticket purchase service business actors have full responsibility for consumers, as stipulated in Law Number 8 of 1999 concerning Consumer Protection (UUPK) and Law Number 11 of 2008 concerning Electronic Information and Transactions (ITE Law). In cases of fraud such as those committed by the GDA, business actors involved in default are required to provide compensation to aggrieved consumers, either in the form of refunds or dispute resolution through legal mechanisms. Legally, a default in an electronic transaction involves failing to fulfill contractual obligations, such as not providing a ticket that has been paid for by the consumer. This violates Article 19 of the UUPK, which requires business actors to provide compensation for consumer losses. Consumers are also entitled to protection through litigation in the general court or non-litigation settlement through the Consumer Dispute Resolution Agency (BPSK).

Acts of default in buying and selling Coldplay concert tickets, especially by deposit service providers such as GDA, are contrary to the principles *of Maslahah Syariah* which prioritizes justice, protection of property (*hifz al-mal*), and prevention of tyranny (*raf' al-zulm*). The salam agreement on which this transaction is based is violated when the service provider fails to fulfill its obligation to hand over the ticket that has been paid, thereby causing material harm to consumers. In the perspective *of Maslahah Sharia*, the defaulter must be held responsible through the return of consumer rights or compensation as a form of restoration of justice and protection of property. Moreover, this action undermines the *principle of maslahah* which emphasizes public benefit and trust in the economic system, so that fair and transparent settlement becomes an obligation to prevent wider harm.

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