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PRESS RELEASE

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Consumers to be wary of unscrupulous traders

THE Consumer Council of Fiji is again expressing concern at the conduct of unscrupulous traders who are taking payment for goods but are not supplying them. It seems that there are traders who will stop at nothing to make a quick buck.

The latest case reported to the council involves a Labasa school that paid more than \$7,000 to a trader for computers but did not receive the products in spite of repeated assurances that delivery would be made.

The amount was paid in March by Bulileka Sanatan Dharam Primary School to Pacific Technology supplies for 5 desktop computers.

Almost two months after the order was placed and despite repeated follow ups, the school is still without computers and is out of pocket for a substantial amount of money.

The Council also notes that because of the trader's unethical behavior, school children who expected to use the computers now face unacceptable delays in receiving their education.

After the Council's intervention it was discovered that the trader was using falsified addresses to conduct their business.

The Council wishes to advise unscrupulous traders that they have a legal obligation to deliver goods in a timely manner once they have been paid for.

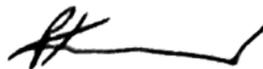
Failure by the trader to deliver the item is a breach of Section 88 of the Fijian Competition and Consumer Commission Act 2010 of accepting payment without being able to supply as ordered.

The Council also noted that the trader got in touch with the school via a mass email advertising their specials. Consumers must be extremely wary of these sales tactics.

While there are legitimate traders who use an electronic mail platform, consumers must also make well-informed decisions before spending their money, ensuring to conduct background checks on all companies.

There are traders who will offer deals that may seem too good to be true and leave customers disappointed later on, particularly in transactions negotiated and carried out online.

Consumers with questions or complaints can seek the Council's assistance by calling our toll free helpline number 155 or email us on complaints@consumersfiji.org.



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Ms. Premila Kumar
Chief Executive Officer

