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May 16, 2018

## PRESS RELEASE

### **Consumers to be cautious of online trader Elegant Wear**

Online trader Elegant Wear has drawn the concern of the Consumer Council of Fiji for accepting money from consumers and failing to deliver the purchased products.

The Council has received 13 complaints worth \$26,590 against Elegant Wear, a company which markets its products via social networking site Facebook.

Items are normally imported to Fiji after consumers place their orders and pay for the items by making bank deposits or cash deposits at its Lautoka office.

And while this office has closed orders continue to be taken via the Facebook page with customers using wire transfer services to make their purchases.

The complainants, mostly brides, were left inconvenienced at the inability of the trader to supply the product.

The boutique sells ethnic Indian wear such as sarees, lehenga, sherwani, and bridal fashion accessories.

One bride had no choice but to purchase another bridal gown for more than \$3,000. The gown she had ordered with the boutique was of similar monetary value.

The most recent case lodged at the Council on May 16 this year involved a complainant living in New Zealand who purchased 2 outfits worth \$1,000.68 from Elegant Wear.

The complainant made her purchase in January and was informed she would receive the package by April 20 or be given a refund.

When the package did not arrive, the complainant contacted Elegant Wear but received no response from the trader.

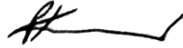
Of the 13 cases received, the Council has managed to resolve 6 cases worth \$12,280.

However there are many who have been waiting for 6-7 months without any redress.

Elegant Wear has failed to provide timely response and redress to consumers even though the customers paid full amounts and upfront deposits from the outset. As such, Elegant Wear is in breach of Section 88 of the Fijian Competition and Consumer Commission Act 2010 of ***accepting payment without being able to supply as ordered.***

Elegant Wear should comply with the law and refund consumers immediately.

Consumers facing similar issues can contact the Council's toll free helpline on 155 to lodge a complaint or visit our offices in Suva, Lautoka or Labasa.



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**Ms. Premila Kumar**  
**Chief Executive Officer**  
**Consumer Council of Fiji**