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## PRESS RELEASE

### Failure to supply goods on time

The Consumer Council of Fiji is concerned with the number of traders failing to deliver items in a timely manner.

More recently the Council came across a case where a trader failed to deliver items despite receiving payment for them four months prior.

The undelivered items included a rice cooker, electric oven and a Hifi stereo system. The customer continued making hire purchase payments despite the trader's failure to deliver items.

The consumer's efforts to get the items delivered were unsuccessful until the Council intervened and was able to mediate for full delivery of the items.

There are those who travel long distances to purchase goods or finalise hire purchase agreements.

Most times those who make hire purchase agreements set aside a significant amount of money from their budget to pay for the goods. In doing so they place their faith in the trader to deliver the goods or products in a timely manner.

Regardless of their background, each consumer pays good money to own a product. Some traders are eager to sell their products but forget their obligations to consumers once a sale is made.

Delivery of items is usually on a mutual agreement basis. The trader and consumer must agree on a particular time frame within which the goods must be delivered.

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 same level of efficiency applied in making a sale must be reflected when delivering ordered items regardless of whether the items are paid for in cash or through hire purchase.

The retailer is responsible for the condition of any products until they are received by the consumers or by someone on their behalf.

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](mailto:complaints@consumersfiji.org).

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**Bindula Devi**  
**Officer in Charge**  
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