



01 September 2022

PRESS RELEASE

Hair Salons/Barbershops Under Spotlight

Certain consumers have been left anguished after their visit to hair salons resulted in severe scalp damage and hair loss. The 46 complaints registered at the Council in the last 18 months indicates the prevalence of similar issues and triggered an inspection campaign by the Council; which has revealed baffling results. The inspections discovered that certain salons are making use of beauty products which are expired, contains no or coded expiry dates and products with foreign labelling.

CCoF Chief Executive Officer Ms Seema Shandil says that out of the 19 salons surveyed in Central, Western and Northern Division, 26% were found using products which were expired or had no/coded expiry dates whilst 42% were utilizing products with foreign labelling. Alarmingly, salons are also not informing consumers about the products which are applied on them.

“The use of expired products or products with no or Julian coded expiry dates is particularly concerning as this is not only outright illegal but may also contribute to the issues which consumers are facing; scalp damage and hair loss,” said Ms Shandil.

The Council is also calling on hair salons to immediately cease the use of products with foreign labelling; which infringes on consumers right to safety and information.

“Consumers have right to the use of safe goods and services as well as the right to obtain correct information about the goods and services purchased or used on them. However, the use of products with foreign labelling infringes on these rights as both the service providers and consumers will not be able to read and interpret important information such as product ingredients, directions for use, warnings and other crucial information,” added Ms Shandil.

The Council is also urging consumers to be assertive and ask questions about the products labelling, expiry dates and other pertinent information when visiting salons. Consumers must also demand for receipts as proof of service in case there is a need for redress.

Consumers who come across hair salons using expired or products with foreign labelling are encouraged to contact the Council on toll-free number 155 or lodge a complaint using the Consumer Council of Fiji mobile app.



@CCoFiji



Consumer Council of Fiji



www.consumersfiji.org



Mobile App

.....
Ms Seema Shandil
Chief Executive Officer