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Consumer Council of Fiji



[www.consumersfiji.org](http://www.consumersfiji.org)



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13 September 2025

PRESS RELEASE

### **Consumer Alert on Repeat Offenders Continuing to Exploit Fijian Consumers**

Unethical trading practices continue to plague the marketplace, with several companies becoming notorious for misleading, ignoring, and frustrating Fijian consumers. Despite years of complaints, these traders persist in their misconduct, often hiding behind multiple aliases on social media to avoid accountability. Such deliberate tactics raise serious concerns about transparency and consumer protection.

In the construction and home improvement sector, *Melbourne Works* now also trading under the name *Scientific Design & Build PTE Limited* has copped seven complaints this year, with a total monetary value of \$28,990. *Raj Roofing* has also emerged as a repeat offender, with five complaints valued at \$1,036 since January. Consumers who have engaged with these dealers have reported incomplete or abandoned projects, the use of substandard materials, inflated charges, and refusal to issue receipts or written contracts. These unethical practices not only leave consumers out-of-pocket but also make it difficult for them to pursue legal remedies.

The bridal and fashion industry has not been spared either. *Shriya's Bridal* has drawn persistent criticism, with two complaints valued at \$310, relating to incorrect orders, late deliveries, and unresponsive service, often after advance payments. Similarly, *Rohini's Online Fashion*, which operates under several social media profiles, has been the subject of 19 complaints since January, valued at \$2,497. Consumers have reported delayed shipments, poor-quality products, and significant challenges in securing refunds or even basic communication from the business.

Equally concerning is *Vision Tech*, which has repeatedly rebranded itself to escape accountability. Over time, this trader has operated as *Quantum Electronics*, *The Computer Hub*, *Vision Cyber Tech*, and now *Alisha Investment*. Collectively, *Vision Tech* under these aliases has accumulated 15 complaints valued at \$4,859. Despite these name changes, the Council continues to receive reports of undelivered goods, misleading promotions, and unresponsive customer service, raising doubts about the trader's commitment to fair and honest business practices.

Council CEO, Seema Shandil, says it is time to speak out against businesses that persistently exploit consumers. "These businesses are not simply making errors, they are intentionally attempting to take money and disappear, disregarding legitimate consumer concerns, and

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operating in ways that undermine trust. This is why we are issuing this advisory: to protect consumers from further harm.”

The Council urges consumers to be vigilant and watch out for red flags such as traders avoiding documentation, refusing receipts, or operating solely through social media without a clear point of contact. Anyone who believes they have been misled or mistreated by these or other traders is encouraged to contact the Council by calling the toll-free National Consumer Helpline on 155 or emailing [complaints@consumersfiji.org](mailto:complaints@consumersfiji.org).

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