

Media Release

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CASE entered consent judgement against Garraway Enterprises Limited Singapore Branch

On 24 May 2010, the Consumers Association of Singapore's (CASE) application for an injunction against Garraway Enterprises Limited Singapore Branch (Garraway) was by consent granted by the Subordinate Court.

The injunction was granted to stop Garraway from representing that consumers would be able to benefit from a discount by signing up their packages, other than giving them a price guarantee in that Garraway would match or beat any lower prices quoted by other suppliers. With the consent judgement, it signifies that Garraway would no longer be able to sell packages to consumers on the basis that their packages would be cheaper than of others and that consumers would be able to obtain a definite discount.

In addition, Garraway also agreed to pay for the cost of the legal proceedings.

CASE had commenced declaration / injunction proceedings against Garraway on 4 February 2009 for breaching the Consumer Protection (Fair Trading) Act (CPFTA), namely, by exerting undue pressure on its consumers, misleading and/or false claims and/or representing that a price benefit or advantage exists in respect of a good or service where it does not, and sought injunction against all three unfair practices.

Consumers who believe that they have been targets of "unfair trade practices" should seek legal advice to see if they may commence legal action against such businesses.

While CASE may apply to court for a declaration and/or injunction against a person engaging in an unfair practice under the Act, it is not empowered under the Act to seek monetary relief on behalf of any consumer – it remains the prerogative of the consumer to bring such a claim against the person engaging in the unfair practice.

CASE urges consumers to exercise caution if they wish to enter into timeshare or timeshare-related contracts, especially since it usually involves a huge sum of money. If the companies claim that they are able to give a guaranteed price benefit to consumers upon signing up the packages, they should be able to substantiate their claims and provide evidence to consumers.

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CASE