



CONSUMERS ASSOCIATION OF SINGAPORE

新加坡消费者协会

செய்தியுற பண்புலாளர்கள் சங்கம்

PERSATUAN PENGGUNA-PENGGUNA SINGAPURA

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621

Tel: 64631811 (HOTLINE) 64611882 (MEMBERSHIP) Fax: 64679055

email: complaints@case.org.sg & members@case.org.sg

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The Forum Editor
The Straits Times
stforum@sph.com.sg
Fax: 6319 8289

CASE: Consumers should be allowed to keep replaced product parts that they paid for

We refer to the letter by Mr Freddy Khoo Boon Hai ('All items replaced property of Nokia' policy should be reviewed, ST Online, Aug 7).

The Consumers Association of Singapore (CASE) believes that the consumer should be entitled to retain his old phone cover after it had been replaced by a new cover, as he had paid for the product and service. Hence, the consumer is the rightful owner of both old and new cover.

We agree with Mr Khoo that the term 'all parts of the product or other equipment that Nokia has replaced shall become the property of Nokia' should only apply to warranty parts that were replaced without charges, and not items that have been paid in full by consumers.

Nokia should review the terms and conditions of its warranty to make the distinction between free replacements and paid replacements, so that the terms are fair to its existing and potential customers.

A handwritten signature in black ink, appearing to read 'Seah Seng Choon', written over a large, light-colored oval shape.

Seah Seng Choon
Executive Director
CASE