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CPFTA protects consumers from unfair practices

We refer to Ms Rachel Chew letter, "Beware of 'no refund policy' on group-buying sites" (ST Forum, 7 November 2013).

The Consumer Protection (Fair Trading) Act (CPFTA) protects consumers against errant traders and unfair trade practices. It covers businesses that sell consumer goods or provide services. The law spells out unfair trade practices such as making misleading or false claims and consumers can get help from the Civil Courts (e.g. Small Claims Tribunal) by filing a claim.

While the law does not require retailers to have a refund policy for duplicate transactions, consumers can still get help if the sales agreement is so excessively one-sided that it becomes unconscionable (i.e. "no refunds offered under any circumstances"). Ms Chew can contact us to discuss her case.

Meanwhile, CASE would like to remind consumers to remain alert in their online dealings with group-buying websites and to understand the terms and conditions, including refund policies before purchasing items online.

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