

Consumer Advisory

Most Singapore retailers have fair business practices, but there are a small number of retailers that might make your shopping experience less than ideal. Here are some smart shopping tips to ensure that your retail experience is a pleasant one.

1. Conduct Price Research and Comparison

Prices may vary widely between retailers because retailers are not obliged to abide by each product's Recommended Retail Price (RRP). Nonetheless, almost all local major departmental stores will display prices of goods clearly.

Look out for the price tag on the item. In cases where you have agreed on a price with the retailer, ensure that the correct price is indicated on your invoice before paying for your purchase.

Research on information such as product model and features, accessories as well as product warranty (including the extent of geographical coverage) beforehand. Try to compare prices of the product or service between retailers before paying for your purchase.

2. Note that purchases made are usually final

In Singapore, as retailers may enforce strict policies of return, exchange and/or refund the moment payment is made, always ask your retailer about their exchange or refund policies *before* making payment.

You can also request that the retailer indicate their return, exchange and/or refund policy on their invoice *before* paying for your purchase.

3. Check invoices and receipts for accuracy

Check that prices and item descriptions are reflected accurately on your receipt or invoice. Always obtain and keep both the invoice and purchase receipt in the event you require an exchange or refund on your items.

Whenever possible, make sure that you test the item you wish to purchase to ensure that they operate as they should. Check that the promised accessories, peripherals and free gifts, if any, are included in the package. It is good practice to pay only when the price is finalized and after your purchase is handed to you.

4. Verify what your 'international warranty' covers

As international warranties are not standardised, verify that your warranty is valid in your home country. Ensure that both your invoice and warranty card bear your retailer's stamp and signature. In the case of electronic goods, do also note down the product's serial number.

Please note that there are no international warranties on the purchase of mobile phones.

- A "worldwide local warranty" means that the warranty is available only in the country of purchase – "worldwide" here refers to the availability of the product, not the warranty.
- Parallel imported items have no warranty, and retailers usually do not entertain returns, exchanges and/or refunds.

For additional assistance or to flag inappropriate retailer behavior, you may contact the following:

- For tourists: Call Tourist line at 1800 736 2000 (toll-free in Singapore), or (65) 6736 2000 (from overseas). You may also email your feedback to feedback@stb.gov.sg. Please note the operating hours for Tourist line: Monday to Friday (excluding Public Holidays), 9am to 6pm.
- For local residents: Call CASE hotline at 6100-0315 (hotline hours: Monday-Friday, 9am to 5pm and Saturday 9am to 12pm) or visit www.case.org.sg for more details.

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