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Ask if the business offers any prepayment protection.

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Avoid buying prepaid packages that involve large sums or lengthy contract periods.

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Use payment methods that offer prepayment protection.

Protect your PREPAYMENT with these tips!

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05

Ask about the refund policy for your prepayment before agreeing to the deal.

01

Negotiate for progressive payment instead of prepaying the full amount.



Scan the QR Code or visit:

https://www.case.org.sg/consumer_guides.aspx to find out more details on prepayment protection.

06

Consumers with unresolved disputes with businesses can contact CASE for further assistance.



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Negotiate for progressive payment instead of prepaying the full amount.

For example, when signing a renovation contract, consumers can request for the following:

- 10% deposit payment immediately upon signing the contract.
- 80% to be paid in stages as each step of the renovation work (e.g. carpentry, plumbing, painting, etc) is completed.
- Remaining 10% payment to the contractor
 14 days after satisfactory completion
 of all works.



Scan the QR Code or visit: https://www.case.org.sg/consumer_guides.aspx to find out more details on prepayment protection.

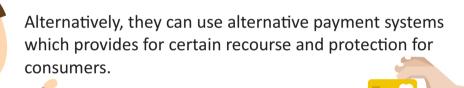


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02 Use payment methods that offer prepayment protection.

For example, consumers who pay by credit card may apply to their card issuers to recover their prepayments through the *chargeback* mechanism for non-delivery of goods or services.







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Ask if the business offers any prepayment protection.

For example, consumers can patronise *CaseTrust accredited spa and wellness businesses* (<u>www.casetrust.org.sg</u>), where their prepayment is protected by way of an insurance bond or an escrow arrangement.







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Avoid buying prepaid packages that involve large sums or lengthy contract periods.



For example, consumers can choose to pay a "per use" fee whenever they visit a fitness club, or pay membership fees on a monthly basis, instead of opting for a two to three years prepaid membership package which may cost several thousand dollars. Even though paying for a longer membership usually attracts bigger discounts, consumers should weigh the risk of losing their

large sums of prepayments when businesses close against the savings from the discounts.





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Ask about the refund policy for your prepayment before agreeing to the deal.

For example, when purchasing a motor vehicle, the *Consumer Protection (Fair Trading) (Motor Vehicle Dealer Deposits) Regulations 2009* requires that the car dealer inform the consumer in writing of the terms of the refund policy before collecting any deposit from a consumer.

Consumers should therefore carefully review the terms of the refund policy to understand the circumstances when they are entitled to a refund.





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