



CONSUMERS ASSOCIATION OF SINGAPORE

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621
Hotline: 6277 5100 • Website: www.case.org.sg

MEDIA RELEASE

For Immediate Release

27 March 2024

CASE obtains full refunds for consumers affected by Singapore Sky Lantern Festival

The Consumers Association of Singapore (“CASE”) and Asian Couture and Boutique Pte Ltd (“Asian Couture and Boutique”) have reached an agreement that all 68 consumers who have filed a report with CASE regarding the Singapore Sky Lantern Festival held on 21 February 2024 will receive a full monetary refund.

Asian Couture and Boutique has also agreed that it will refund affected consumers who lodge their complaint with CASE by Sunday, 31 March 2024, 11.59pm. Affected consumers can reach out to CASE through the hotline: 6277 5100 or via the website at www.case.org.sg.

This comes after CASE’s active representation and engagement with Asian Couture and Boutique on behalf of affected consumers. CASE has also waived the fees for consumers to file their complaints with us.

Mr Melvin Yong, President, CASE said: “I am delighted that CASE and Asian Couture and Boutique have reached an agreement to provide full refunds to affected consumers. We will continue to protect consumers’ interests and work closely with businesses to achieve the best possible outcome.”

Melvin Yong
President
Consumers Association of Singapore

For media queries, please contact:

Elizabeth Lim
Executive, Marketing & Communications
Email: elizabeth.lim@case.org.sg

About the Consumers Association of Singapore

The Consumers Association of Singapore (“CASE”) is an independent, non-profit organisation that is committed to protecting consumers’ interest through information and education and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act (“CPFTA”) which came into effect on 1 March 2004.