

Hong Kong Customs combats unfair trade practices at beauty parlour

Hong Kong Customs today (July 23) arrested a saleslady of a beauty parlour suspected of engaging in aggressive commercial practices in the course of selling beauty services, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a saleslady of a beauty parlour in Tsim Sha Tsui had imposed undue influence to a customer in the course of selling beauty services, and had induced the customer to procure an additional beauty service valued at over \$130,000 by saying that the customer could get a one-off refund of all beauty services, including those procured earlier, if she bought new additional beauty services. The customer, however, discovered later that a cancellation or refund for all of the old and new beauty services was not available.

After investigation, Customs officers today arrested a 37-year-old woman.

An investigation is ongoing and the arrested woman has been released on bail pending further investigation.

Customs reminds traders to comply with the requirements of the TDO and consumers to procure services at reputable shops.

Under the TDO, any trader commits an offence of engaging in aggressive commercial practices if harassment, coercion or undue influence is used to impair the consumer's freedom of choice or conduct, causing the consumer to make a transactional decision. The maximum penalty upon conviction is a fine of \$500,000 and imprisonment for five years.

Members of the public may report any suspected violation of the TDO to Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account (crimereport@customs.gov.hk).