

# Hong Kong Customs combats unfair trade practices at beauty parlour

Hong Kong Customs yesterday (November 3) arrested a saleslady of a beauty parlour suspected of engaging in unfair trade practices involving a misleading omission in the sale of beauty treatments, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a salesperson at a beauty parlour in Tsim Sha Tsui, in the course of selling a six-session facial laser treatment valued at about \$14,000, was suspected of omitting or hiding material information from a customer that eye protective lenses valued at \$1,400 had to be purchased for performing the treatment around the eyes each time, thereby misleading the consumer to procure the beauty service.

After investigation, Customs officers yesterday arrested a 30-year-old woman suspected to be connected to the case.

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 who engages in a commercial practice that omits or hides material information or provides material information in a manner that is unclear, unintelligible, ambiguous or untimely, and as a result causes, or is likely to cause, an average consumer to make a transactional decision, commits an offence. The maximum penalty upon conviction is a fine of \$500,000 and imprisonment for five years.

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