

Hong Kong Customs combats unfair trade practices at mobile phone retail shop

Hong Kong Customs today (January 20) arrested a male proprietor cum salesperson of a mobile phone retail shop who was suspected of applying false trade descriptions in the course of supplying a mobile phone repair service, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that the male proprietor cum salesperson of a mobile phone retail shop in Shau Kei Wan falsely claimed that a customer's mobile phone had been repaired and was being delivered to the shop. After investigation, it was revealed that the shop had lost the mobile phone and the repair service had never been carried out.

Customs officers today arrested a 34-year-old man suspected to be in connection with the case. Investigation is ongoing.

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 applies a false trade description to a service offered to be supplied to a consumer 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 violation of the TDO to Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account (crimereport@customs.gov.hk).