

# Hong Kong Customs combats unfair trade practices at model and toy shops

â€‹Hong Kong Customs today (February 22) arrested a model and toy shop partner who was suspected of wrongly accepting payment in the course of selling models and toys, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received a number of reports alleging that someone sold models and toys through online and physical shops but failed to supply the ordered goods within the specified date or a reasonable period after accepting payments from customers. Also, no refund was offered.

After investigation, Customs officers today arrested a 32-year-old man suspected to be in connection with the case. He is a business partner of three model and toy shops in Mong Kok and Yau Ma Tei.

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

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

Under the TDO, any trader commits an offence if at the time of acceptance of payment, the trader intends not to supply the product or intends to supply a materially different product, or there are no reasonable grounds for believing that the trader will be able to supply the product within a specified or reasonable period. 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)).