

Hong Kong Customs combats unfair trade practices at renovation company

Hong Kong Customs today (October 9) arrested a female director cum saleslady of a renovation company suspected to have wrongly accepted payment, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation company in Mong Kok closed down suddenly and failed to complete the renovation works after accepting payment as well as failed to return the payment to customer.

After investigation, Customs officers today arrested a 33-year-old woman.

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 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 the Customs 24-hour hotline 2545 6182 or its dedicated crime-reporting email account (crimereport@customs.gov.hk).