

Hong Kong Customs combats unfair trade practices at renovation company

Hong Kong Customs today (February 5) arrested a responsible person of a renovation company suspected of having applied false trade descriptions to the renovation service he supplied, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a male responsible person of a renovation company had made a false claim to a customer that scaffolding works would be carried out for an air conditioner installation, with a relevant fee charged. The customer, however, found out later that the said works had never been carried out.

After an investigation, Customs officers today arrested a 58-year-old man.

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 services at reputable shops.

Under the TDO, any trader who applies a false trade description to a service 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 violations of the TDO to Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account (crimereport@customs.gov.hk).