

Hong Kong Customs combats unfair trade practices at renovation company

â€‹Hong Kong Customs today (January 12) arrested a male director cum salesperson 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 renovation company director cum salesperson had made false claims to a customer that the tailor-made furniture included in the renovation service supplied would be made according to the specifications designated by the customer. However, significant gaps from those specified in the contract were found later by the customer.

After investigation, Customs officers today arrested a 49-year-old male director of the renovation company concerned.

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