

# Hong Kong Customs combats unfair trade practices by car rental company

Hong Kong Customs today (July 13) arrested a salesman of a car rental company suspected of having applied false trade descriptions to the car rental service supplied, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a salesman of a car rental company had made a false claim to a customer that the car rental deposit and the unused car rental fee would be refunded within a designated period. However, no refund of the concerned amount was made.

Furthermore, the salesman told another customer that a free upgraded car rental service would be provided if a designated amount of money was paid, after which a refund of the amount would be arranged. However, no upgraded service was provided and no refund was arranged after the customer made the payment.

After an in-depth investigation, Customs officers today arrested a 44-year-old salesman of the car rental company suspected to be connected with the case.

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](mailto:crimereport@customs.gov.hk)).