

Hong Kong Customs combats unfair trade practices by renovation company

â€‹Hong Kong Customs today (November 30) arrested a male renovation company proprietor for suspected unfair trade practices of making a misleading omission, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation company proprietor was suspected of omitting material information in the course of selling a renovation service. The proprietor first offered a quotation for a window replacement work to a customer and then asked for an additional charge for the commencement of such work after receiving a deposit from the customer.

After investigation, Customs officers today arrested a 59-year-old male proprietor 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 engages in a commercial practice that omits or hides material information or provides material information in a manner that is unclear, unintelligible, ambiguous or untimely, and as a result causes, or is likely to cause, an average consumer to make a transactional decision, 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 violation of the TDO to Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account (crimereport@customs.gov.hk).