

# Hong Kong Customs combats unfair trade practices by renovation company

Hong Kong Customs today (May 31) arrested two male staff members of a renovation company suspected of engaging in aggressive commercial practices in the course of selling renovation services, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that staff members of a renovation company in Fanling were suspected of imposing undue influence on customers. They commenced renovation works at a customer's flat without confirmation by the customer on the renovation items nor signing of the service contract to force the customer to pay for the commenced works.

After investigation, Customs officers today arrested two male staff members, aged 59 and 60, of the renovation company concerned.

An investigation is ongoing and the two arrested men have 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 of engaging in aggressive commercial practices if harassment, coercion or undue influence is used to impair a consumer's freedom of choice or conduct, causing the consumer to make a transactional decision. 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)).