

Hong Kong Customs combats unfair trade practices by renovation trader

Hong Kong Customs today (June 19) arrested a male renovation consultant suspected of engaging in unfair trade practices involving misleading omission in the sale of home renovation service, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation consultant misled and lured a customer to believe that the home renovation service which he procured was provided by a designated renovation company, causing the customer to make a transactional decision to procure the service.

After investigation, Customs officers today arrested a 33-year-old man.

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