

Hong Kong Customs combats unfair trade practices of renovation service

Hong Kong Customs today (June 24) arrested a renovation contractor suspected of having engaged in a commercial practice involving a misleading omission in the sale of a renovation service, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation contractor was suspected of engaging in a commercial practice involving a misleading omission. Before the commencement of the renovation works, the contractor had received from the customer \$100,000 as the full payment for the renovation works. The contractor then asked for an additional charge of \$80,000 for the same renovation works shortly after the renovation started.

After investigation, Customs officers today arrested a 56-year-old man.

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