

Hong Kong Customs combats unfair trade practices of renovation service

â€‹Hong Kong Customs today (November 18) arrested a renovation company director cum salesperson suspected of engaging in an unfair trade practice in the sale of a renovation service, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation company did not submit the required documents of a renovation work project to the relevant government department after accepting payment. The company also failed to provide the relevant renovation service or return the payment to the customer.

After investigation, Customs officers today arrested a 36-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 commits an offence if at the time of acceptance of payment, the trader intends not to supply the product or intends to supply a materially different product, or there are no reasonable grounds for believing that the trader will be able to supply the product within a specified or reasonable period. 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).