

# CONSUMER PROTECTION (FAIR TRADING) ORDER, 2011

## An Order to protect consumers against unfair practices



### What constitutes as an unfair practice?

- Deceiving or misleading consumers.
- Making false claims regarding products and services.
- Taking advantage of consumers who have no knowledge about the products and services.



### The do's and don'ts of being a smart consumer

#### The Do's

- Make a list of goods and services you want to buy.
- Check the quality of your goods. Examine your goods thoroughly and make sure it is in a good state before you hand over the money.
- Learn to shop around and compare prices and quality to find out a good deal.
- Hire licensed professional service provider when you want to service your goods such as air-conditioners or cars.
- Keep track of your receipts and other documents related to the purchase you made. Maintain the receipts or documents for at least, as long as the warranty lasts.
- Take note and try to understand the terms and conditions of any purchase or contract agreement before you put your signature on it.

#### The Don'ts

- Purchase goods or hire services from suspicious person or organization.
- Give personal information such as bank account details to people or organization you do not know.
- Spend on goods and services that you do not need.
- Fall for high pressure sales efforts, especially if it attaches you to a high cost item or long term financial commitment.