

Hong Kong Customs combats unfair trade practices at renovation company

Hong Kong Customs today (January 18) arrested a male director cum salesperson of a renovation company suspected of having applied false trade descriptions to the renovation service he supplied, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a renovation company director cum salesperson had made false claims to a customer that the household renovation service offered would include designated foreign-imported floor tiles and air conditioners with specific functions. However, upon the completion of the renovation service, it was found that the said products had not been included.

After investigation, Customs officers today arrested a 54-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 applies a false trade description to a service supplied to a consumer commits an offence. The maximum penalty upon conviction is a fine of \$500,000 and imprisonment for five years.

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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).