

Hong Kong Customs combats unfair trade practices by renovation company

â€‹Hong Kong Customs today (December 2) arrested a male renovation company proprietor for suspected unfair trade practices of making a misleading omission, in contravention of the Trade Descriptions Ordinance (TDO).

Customs earlier received information alleging that a male renovation company proprietor, in the course of selling renovation services, was suspected of omitting or hiding material information from a customer that neither himself nor his company had obtained the relevant qualification for installation of aluminium windows. After receiving the deposit for renovation work from the customer, the proprietor told the customer that the aluminium window installation service specified in the contract for the renovation work would not be provided since the requisite qualification was not acquired.

After investigation, Customs officers today arrested a 59-year-old male proprietor of the renovation company in connection with the case.

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 omits or hides material information or 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).