

Annex A – No. of Retailers Allow Exchange and/or Refund within a Stipulated Timeframe

Stipulated Timeframe (within / up to)	No. of Retailers	Percentage (%)
1 Day	1	0.75%
3 Days	18	13.53%
7 Days	74	55.64%
14 Days	4	3.01%
15 Days	2	1.50%
28 Days	1	0.75%
30 Days	7	5.26%
35 Days	1	0.75%
90 Days	2	1.50%
100 Days	1	0.75%
180 Days	1	0.75%
1 Year	2	1.50%
Same Day	1	0.75%
No Time Limit	12	9.02%
Case-by-case	6	4.51%

Annex B – Detailed results on mystery shopping exercise

Table 1 Mystery-Shopping Findings - CaseTrust-Storefront Retailers

No.	Name of Retailer	Location	Date of Purchase	Date of Return	Item Bought	Reason for Return	Exchange / Refund
1	Popular Book Company (Pte) Ltd	Westmall	11-Aug-09	12-Aug-09	Camera Case	Change color	Exchange
2	Courts (Singapore) Limited	Vivocity	5-Aug-09	11-Aug-09	Optical Mouse	Change color	Exchange
3	Cold Storage Supermarket	Holland Village	5-Aug-09	11-Aug-09	Stationary	Change item	Exchange
4	NTUC Fairprice Co-operative Ltd	Holland Drive	5-Aug-09	11-Aug-09	Batteries	Change item	Exchange
5	Audio House Marketing Pte Ltd	Liang Court	5-Aug-09	11-Aug-09	Earphones	Change color	Exchange
6	RSH (Singapore) Pte Ltd	Marina Square	5-Aug-09	11-Aug-09	Running pouch	Faulty	Exchange
7	Kiddy Palace Pte Ltd	Marina Square	5-Aug-09	11-Aug-09	Game set	Change item	Exchange
8	Metro (Private) Limited	Paragon	5-Aug-09	11-Aug-09	Lip gloss	Change color	Exchange
9	Pet Lovers Centre Pte Ltd	Holland Village	5-Aug-09	11-Aug-09	Pet Food	Change item	Exchange

Table 2 Mystery-Shopping Findings – Retailers who claimed to have Exchange & Refund Policy

No.	Name of Retailer	Location	Date of Purchase	Date of Return	Item Bought	Reason for Return	Exchange / Refund	Other Remarks
1	Bata Shoe (Singapore) Pte Ltd	Lucky Plaza	21-Aug-09	22-Aug-09	Shoes	Change size	Exchange	Only for items not on offer or promotion
2	URS & inc (Fashion Street (S) Pte Ltd)	Plaza Singapura	21-Aug-09	22-Aug-09	Handbag	Change color	Exchange	Only for items not on offer or promotion
3	Watson's Personal Care Stores Pte Ltd	Ion Orchard	21-Aug-09	22-Aug-09	Facial Mask	Change item	Exchange	-
4	Challenger	IMM	21-Aug-09	22-Aug-09	Thumbdrive	Change item	Exchange	-
5	Carrefour S'pore Pte Ltd	Plaza Singapura	21-Aug-09	22-Aug-09	Facial Cream	Change item	Refund	-
6	Cheers Holdings (2004) Pte Ltd	Bukit Batok Central	21-Aug-09	22-Aug-09	Panadol	Change item	Exchange	Only store managers authorised to do exchange
7	Best Denki (S) Pte Ltd	IMM	24-Aug-09	25-Aug-09	Optical Mouse	Change colour	Exchange	-
8	J & R Bossini Fashion Pte Ltd	IMM	21-Aug-09	22-Aug-09	Shirt	Change size	Exchange	-
9	Wing Tai Clothing Pte Ltd	Ion Orchard	21-Aug-09	22-Aug-09	Necklace	Change item	Exchange	Except earrings
10	Marks & Spencer	Wheelock Place	21-Aug-09	22-Aug-09	T-shirt	Change size	Exchange	Except body wash, underwears, earrings
11	Isetan (S) Ltd	Shaw House	21-Aug-09	22-Aug-09	Water Flask	Change color	Exchange	-

Table 3 Mystery-Shopping Findings – Other Retailers

No.	Name of Retailer	Location	Date of Visit	Exchange / Refund	Conditions for Return	Other Remarks
1	Borders Books Music & Cafe	Wheelock Place	21-Aug-09	Yes	Exchange within 14 days with original receipt	-
2	Kinokuniya Book Stores Of S'pore Pte Ltd	Takashimaya	31-Aug-09	Yes	Exchange within 7 days with receipt in saleable condition	No exchange for magazine
3	Sa Sa Cosmetic Co (S) Pte Ltd	Sun Plaza	31-Aug-09	Yes	Exchange within 14 days with original receipt	-
4	The Body Shop (S) Pte Ltd	Ion Orchard	21-Aug-09	Yes	Exchange within 7 days with original receipt	-
5	The Face Shop	West Mall	31-Aug-09	Yes	Exchange within 7 days with original receipt	-
6	Guardian Health & Beauty	Ion Orchard	21-Aug-09	Yes	Exchange within 7 days with original receipt	-
7	7-Eleven	Wisma Atria	21-Aug-09	Yes	On that day itself	-
8	Shop N Save Pte Ltd	Ghim Moh	26-Aug-09	Yes	Exchange within 7 days with original receipt	-
9	Giant Hypermarket	IMM	24-Aug-09	Yes	Exchange within 7 days with original receipt and for clothing, with tag intact	Except food items & underwear/earrings due to hygiene concerns
10	Harvey Norman	West Mall	7-Sep-09	Yes	Exchange within 7 days with original receipt	Only for damaged products
11	Yes! Your Eyewear Specialists	Suntec City	7-Sep-09	Yes	Exchange within 3 days for items in saleable condition ; No cash refund	If change to items of lower value; consumer to top up price difference if change to items of higher value
12	Giordano Original(s) Pte Ltd	Clementi	7-Sep-09	Yes	Exchange anytime in unused condition	If no original receipt, the value of the item would be taken at the time of exchange
13	This Fashion	West Mall	31-Aug-09	Yes	Exchange within 3 days with receipt	-

14	Baleno Kingdom (S) Pte Ltd	Parkway Parade	24-Aug-09	Yes	Exchange anytime and at any outlet with original receipt and tag intact	-
15	C K Tang Ltd	Tang Plaza	21-Aug-09	Yes	Exchange within 14 days with original receipt	Refund with voucher of exact amount
16	Takashimaya S'pore Ltd	Takashimaya	31-Aug-09	Yes	Exchange within 7 days with receipt	-
17	Mini Toons Pte Ltd	IMM	24-Aug-09	Yes	Exchange within 7 days with original receipt, and for bags/slippers, with tag intact	Most items are exchangeable as long as they are unopened
18	Chomel Pte Ltd	Ion Orchard	21-Aug-09	Yes	Exchange within 14 days with original receipt	Except earrings

Annex C – Terms and conditions specified by retailers for exchange and/or refund

Industry	Common Terms and Conditions
Apparel / Fashion	<ul style="list-style-type: none"> • For unused items in original condition with tag intact and original receipt • No exchange/refund for underwear due to hygiene reasons
Beauty / Personal Care	<ul style="list-style-type: none"> • For products in original/saleable condition with original receipt • No exchange/refund for medicine and hygiene-sensitive products
Computer	<ul style="list-style-type: none"> • Exchange for products in original condition • Refund only for products tested faulty • Refund if valid reason supplied • No exchange for products like notebooks, PCs, mobile phones
Departmental Store	<ul style="list-style-type: none"> • For products in original and saleable condition with tag intact and original receipt • Exchange for equal or high value • No exchange/refund for underwear, earrings, body wash due to hygiene reasons • Refund with credit voucher

Electronics	<ul style="list-style-type: none"> • For faulty products upon purchase/delivery • For products in original or saleable condition with original receipt • No exchange/refund for display sets • Exchange for products that retail less than \$30.00 and if under warranty
Furniture / Home Furnishing	<ul style="list-style-type: none"> • Only cash payment can be refunded, payment via VISA/Nets can only be exchanged • Replaced item must be same value or higher of purchase item • For products in unused and unassembled condition, with original receipt • When goods are damaged during delivery and when customers chose wrong item
Jewellery	<ul style="list-style-type: none"> • For unused jewellery pieces in original condition • For items meant as a gift, in the event that recipient might not like it • For products with manufacturing defects or wrong size • No exchange for custom-made orders and on-sale items
Handphone	<ul style="list-style-type: none"> • Defective item in original packaging and condition, with original receipt • For manufactory failure • Products under warranty will be directed to respective brand service centre • Trade-in allowed for handphones only
Optician	<ul style="list-style-type: none"> • For wrong product or prescription and defective product • For spectacle frames under warranty only
Shoes	<ul style="list-style-type: none"> • For products in original (unused) condition, with original receipt • Not for promotional or discounted items
Supermarket / Convenience Store	<ul style="list-style-type: none"> • Customer allowed to exchange or refund as long as the store is selling the item • For defective products with original receipt • Except for electronic items, undergarments, parking coupons, cashcards, FP vouchers, cigarettes and betting products

	<ul style="list-style-type: none"> • Refund for fresh produce returned before expiry date • For damaged products and wrongly priced products
Watch	<ul style="list-style-type: none"> • For products in original and good condition, with original receipt and free gift • Exchange to another model/brand of same/higher value
Gift / Others	<ul style="list-style-type: none"> • For products that are substandard/faulty, or in original condition • For faulty products due to factory error (mechanic) & faulty battery • No exchange/refund for greeting cards