

11 April 2007

TODAY Voices
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Consumers and retailers should be fair in their transactions

We refer to Mr Chan Chee Mun's letter ("Consumers should be made aware of their rights", 5 Apr). We agree that retailers should not collect more GST than what is required. Consumers who believe that retailers are prematurely increasing prices on the basis of the impending GST hike should report the matter to the Committee Against Profiteering or the Inland Revenue Authority. To avoid ambiguity about the reasons for price increases, retailers should be transparent and justify price increases to consumers.

Mr Chan also points out that retailers should honour their pricing even if the price is wrongly marked. We believe that both retailers and consumers should be fair in their transactions. Just as retailers should not take advantage of consumers and commit unfair practices, consumers also should not take advantage of retailers if they are aware that retailers have made a genuine pricing error. A fair trading environment is only possible with responsible and ethical retailers and consumers.

The public can seek advice on consumer issues by calling the CASE hotline: 6463 1811

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