



CONSUMERS ASSOCIATION OF SINGAPORE

新加坡消费者协会

செயல்புற பயன்க்களஞ்சனம் 1961

PERSATUAN PENGGUNA-PENGGUNA SINGAPURA

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4 June 2008

Chief Editor

My Paper

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Re: Charging for undelivered items is an unfair practice

We refer to the letter "When 'open food' means no food" (My Paper, 27 May).

We are surprised that the writer was billed for food that he wanted to order but was unavailable. Charging for an item which was not delivered is misleading and it is an unfair practice under the Consumer Protection Fair Trading Act (CPFTA).

If the writer can contact us with details, we would be happy to assist him on the matter.

A handwritten signature in black ink, appearing to read 'Seah Seng Choon', is written over a large, stylized oval shape.

Seah Seng Choon
Executive Director
CASE