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What the lemon law covers: Case

THE "lemon law" covers defective goods purchased and delivered on or after Sept 1 last year ("New router disrupts Net access" by Madam Ivy Lam Bee Lian; Forum Online, last Thursday).

Consumers who purchase products that are found to be defective or do not conform to the specifications in the contract have the right under the lemon law provisions of the Consumer Protection (Fair Trading) Act to claim remedies from the retailer.

If it is an issue relating to unsatisfactory service, the lemon law provisions do not apply.

In Madam Lam's case, we note that StarHub has solved the issue promptly by replacing the faulty router ("Faulty Wi-Fi router replaced: StarHub"; last Saturday).

Lim Biow Chuan
President
CASE