

Media Release

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CASE supports the provisions of Lemon Law

The Consumers Association of Singapore (CASE) supports the provisions of Lemon Law as announced by the Ministry of Trade and Industry (MTI) today.

In the recent few years, CASE has been advocating actively for a Lemon Law in Singapore. The reason for our lobbying is the increasing trend of cases relating to defective products that we received over the years (as shown in Table 1 below). CASE also received feedback from consumers who felt shortchanged after being sold defective products as they were unable to seek redress effectively.

Table 1: Number of cases relating to defective products from 2007 to 2011

Industry	2007	2008	2009	2010	2011
Mobile phones	356	544	414	313	301
Electrical and electronic	368	416	343	313	338
Furniture	215	324	297	451	467
Computers	126	173	147	203	181
Motorcars	93	143	131	121	137
Contractors	81	117	99	100	89
Air-conditioners	56	56	72	82	97
Clothing	15	55	40	48	61
Watches	23	22	22	38	23
Motorcycles	21	14	24	17	26
Optical	19	25	19	17	18
Jewellers	15	18	24	21	15
Shoes	14	9	14	25	22
Non-electrical kitchenwares	8	12	6	4	18
Total	1410	1928	1652	1753	1793

*Note: Table 1 above shows the 14 industries that CASE received cases pertaining to defective products.

One area of concern that we understand from consumers is that the defective products sold to them may not be rectified even in cases where they have sent them for repairs

several times. This has compromised their interests and wasted their time and effort in sending the products for repair repeatedly without success.

In order to enhance the interest of consumers, CASE decided to propose the introduction of Lemon Law. In response to CASE proposal, the MTI formed a Taskforce in September 2008 to examine the feasibility of implementing lemon laws in Singapore. CASE was invited to co-chair this Taskforce together with MTI. We are glad that our recommendations have been accepted.

With the new law, consumers can look forward to seek redress more effectively when they are sold defective goods. We believe this move will raise the standards of providing quality products in the market and consumer interests will be better protected. We look forward to the implementation of the provisions of Lemon Law in September.

Yeo Guat Kwang
CASE President