

2 January 2014

Voices Editor  
TODAY  
[voices@mediacorp.com.sg](mailto:voices@mediacorp.com.sg)  
Fax: 6534 4217

By fax and email

**Enforcement measures back up the Lemon Law**

We refer to Ms Chiu Mung Hing's letter, "Lemon law alone cannot protect S'pore consumers" (TODAY Voices, dated 27 December 2013).

The purpose of the Lemon Law is to create a fairer trading environment for businesses and consumers alike. Under the Lemon Law, businesses are obligated to repair or replace defective goods within a reasonable period of time; failing which, to give a reduction in price or refund.

Whilst the Law protects the consumers, there will always be unscrupulous businesses that continue to flout the law. In such circumstances, consumers would have to enforce their legal rights by pursuing their remedies in Court, such as lodging a claim at the Small Claims Tribunal (SCT).

In the case of Ms Chiu, after obtaining an Order from the SCT compelling the business to make a refund to her, she should proceed to enforce the Order by taking out a Writ of Seizure and Sale if the business still refuses to give a refund. Following which, an officer of the Court will seize the business's property for an auction and the money raised would be used to satisfy the debt.

The fact that she has to spend time and money to enforce the SCT Order does not mean that the Lemon Law does not protect the consumers. In fact, Ms Chiu is able to claim for her filing fees expenses incurred for the Writ of Seizure and Sale unless the Court orders otherwise.

We encourage consumers to stand up for their rights and pursue their unfair grievances. Consumers should also exercise due care and diligence when purchasing goods by inspecting the item carefully for defects before the purchase.

Mr Lim Biow Chuan  
President  
Consumers Association of Singapore