

DIFFERENCE ON THE PRICE CHARGED AND DISPLAYED

Written by Administrator

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I went to shop, for my shopping. It was stated on the price tag for the "sotong kering korea" as RM58/kg. However, they charged me RM60/kg. I complained to the staff member there, they told me that the price was increased, so I must pay RM60/kg instead. The store supervisor was not there to handle the complaint. I am not sure whether the supervisor was not on duty or try to keep away from his/her responsibility.

The price displayed or advertised is equivalent to the price in which seller promise to sell. It is unfair to consumers. Some consumers might have been cheated due to the difference on the price charged and displayed. The loss I suffered is very little. But I do spend my time for the complaint as I feel that I should let others alert about this incident.

NCCC ADVICE

According to section 12 of the Consumer Protection Act 1999, it is an offence to mislead consumers on price of the goods.

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National Consumer Complaints Centre (NCCC)