I'd purchased a product called Loreal Lash Serum. It is stated there that a FREE GIFT worth RM30.00 would be given with the purchase of the item(it is stated there, "while stock last").

When i head towards the cashier, as i am busy looking at other promotion item, i fail to notice if the free gift is given to me. After i paid, then only i realise that there should be a free gift given to me, therefore i walk back to the shop and ask for the free gift. They said that the free gift is no longer available. Therefore i ask if they would do a refund for me, as there is no free gift available.
They said as the purchased is made via credit card, therefore they are unable to make a refund. I then demanded that they let me purchase other item with similar value as i do not think that the item is worth that amount without the free gift, but they still insisted that they could not do it. At the end, they only offer to give me a "cheap" free gift which is not even worth RM 2.00.

I am frustrated as i feel that IF there is no free gift available, they should had told me when i am about to pay, and ask if i would still like to purchase the item. Secondly, i am also frustrated as they fail to give me what i demanded as i feel it is a fair moved. The name of the Cashier is H.....&#65533; it is written on the receipt.

After NCCC&#65533;s complaint response from the respondent :

On behalf of W I&#65533;d firstly like to thank you for bringing this matter up to our attention as the customer involved did not come through our customer service hotline via email or phone and our store failed to inform us of this incident. We generally treat all our customer enquiries and complaints with the utmost importance and guidelines are in place to ensure that such matters are tended to within a stipulated time frame of 24 hours and a maximum of 3 days to solve any matters.

As such, I&#65533;d like to inform you that my Customer Service team contacted the customer yesterday on this matter and we have obtained the said free gift from our supplier, L&#65533;Oreal Malaysia. The gift shall be sent to the customer directly via our store, which will also give our store the opportunity to apologize to the customer face to face.

Further to that, the store manager, area manager and the regional sales manager in charge of the store have all been informed of this incident and the staff involved has been reprimanded and shall be undergoing re-training on proper frontline conduct via our regional training officer.

Your immediate attention to this matter and highlighting it to us is greatly appreciated and we hope that you will continue to help bring to light such cases whenever it involves our brand.

Ms. Matheevani Marathandan
Senior Legal Executive