

In May 2011, I received a call from Glow and Glamour G&G and they offered me a free body treatment. I accepted and made a visit to them on May 17 at 2pm in the Damansara Utama outlet. The consultant in charge then start selling me packages for facial session as I'm not interested in doing any slimming treatments. I purchased a 10 times facial package from G&G which cost RM1000. After I did the 1st facial treatment, I was not satisfied at all with the treatment given.

It was just a normal facial and in my opinion not worth to be RM100 for one session. Since I did not sign any contract with them, I asked for a refund for that RM1000 and pay instead a first trial price of RM48 for that facial. However, the company says that their purchases are non-refundable. The consultant in charge then offered me another package worth RM1388 which also consists of 10 treatments. They wanted me to pay RM388 but since I'm not a high-income earner I told them I do not have so much money. They agreed to return me the RM1000 in cheque and let me pay the RM1388 in 12-months installment.

However, I would rather get back a refund of my RM1000 because I do not wish to sign another package without yet trying the RM1388 facial, who knows it is still another unsatisfying facial treatment? I hope you can help solve my current woes.

NCCC ACTION

NCCC sent a complaint letter to Glow & Glamour after received complaint letter through myaduan from the complainant. In less than 2 weeks, the complainant sent an email to NCCC saying that the case has been solved and she received a full refund from the beauty saloon.

NCCC ADVICE

Consumers must be reminded that nowadays, beauty salons are using various tactics to lure customers to sign up for their package with the aim to increase their profit. Consumers must know their rights and responsibilities by knowing all the information needed before taking any action such as signing for a package or attending a free trial session.

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