

<p>By MASRIWANIE MUHAMADING - June 1, 2017 @ 2:13pm<br /><br />PETALING JAYA:  
The National Consumer Complaints Centre (NCCC) has issued an advisory against online  
beauty care shop LuxStyle which charges those who visit its website, even without agreeing to  
buy any of its products.<br /><br />NCCC senior manager (legal and policy), Shabana Naseer  
Ahmad, said that they have received about 60 complaints on the online shop from consumers in  
Peninsular Malaysia since May.<br /><br />Shabana said that LuxStyle advertises its products  
through social media platforms, including Facebook and Instagram, before leading consumers  
to its website via a link.</p> <p><br />"The online shop, which is believed to be based in  
Denmark, offers beauty (and beauty care) products such as mascaras and facial treatment  
masks.<br /><br />"However, in order for consumers to view the prices of the products offered,  
they are required to provide their personal information, including their full name and address.<br  
><br />"Once they are able to view the prices, they are required to click either a 'disagree' or  
'agree' button, (which is a non-explicit way of getting the consumer to) buy the product," she  
said.<br /><br />Shabana added that many of the victims decided not to buy the products, as  
they were priced over RM100 each.<br /><br />She said the online shop, however, continued to  
deliver the products viewed to the consumers, together with an invoice ♦ even when they  
clicked the 'disagree' button.<br /><br />She also said that similar complaints were received by  
consumer protection agencies in other countries, including Australia and Finland since late last  
year.</p> <p>♦</p>