&#65533; PETALING JAYA: The National Consumer Complaints Centre (NCCC) has called for an investigation into online retailer, LuxStyle International Sales ApS (LuxStyle) in relation to their questionable sales practices.

NCCC&#65533;s Legal and Policy senior manager Shabana Naseer Ahmad said the centre has received at least 50 complaints so far and the number increases on a daily basis, especially among young people.

She said the organisation would send a written report to the domestic trade, cooperatives and consumerism ministry, Malaysian Communications and Multimedia Commission (MCMC) and CyberSecurity Malaysia to conduct further investigations on the matter. &#65533; &#65533; &#65533;Lux International Sales ApS advertises its product through social media. The goods are considered ordered if a consumer selects a product and enters their contact information. The online retailer has been sending consumers payment notices for products they have never ordered,&#65533; Shabana said in a press conference here.

Thus, she said, it was important to send the right message to the public for them to be aware of such complaints and to avoid falling victim to the scheme.

&#65533;We want the authorities to do something about this and we request MCMC to block the website. This is a cross border jurisdiction and the authorities are the only ones who have the power to investigate this matter.

&#65533;We have consumers calling us and asking if they could bring this matter to the tribunal but it is beyond their jurisdiction as well.

&#65533;Debt collectors in Australia have started to harass consumers to pay for the items but at the moment, we have not received any complaints from Malaysian consumers. We do not want it to reach that stage,&#65533; she said adding that the website had already been blocked in Australia.

Shabana therefore advised those who had visited the LuxStyle website and received products as well as invoices, to not send back the package or make any payment.

&#65533;If the company has sent you an email, you may in writing, express to the seller that you do not want the products. We are not saying that they&#65533;re a scam because products are delivered to consumers but we are questioning their method of selling.

&#65533;It&#65533;s like you&#65533;re forcing others to purchase the products,&#65533; she said, adding that consumers are required to pay for the items within two weeks using their credit card or other payment methods such as PayPal to avoid late reminder fees,&#65533; she said.

Towards this end, she also advised consumers to not simply provide their information and to check the company&#65533;s background beforehand.
source:http://www.freemalaysiatoday.com/category/nation/2017/06/02/consumer-group-wants-ministry-mcmc-probe-into-luxstyle-international/