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PETALING JAYA:The National Consumers Complaints Centre (NCCC) wants an investigation into LuxStyle International Sales ApS (LuxStyle) in relation to the latter's questionable sales method.

NCCC senior manager (Legal and Policy) Shabana Naseer said the organisation will be sending a position paper to the Domestic Trade, Cooperatives and Consumerism Ministry, Malaysian Communications and Multimedia Commission (MCMC) and CyberSecurity Malaysia to conduct further investigations on this matter.

"The company advertised its products through social media.

"And the goods are considered ordered if a consumer selects a product and enters their contact information.

"The online retailer has also sent consumers payment notices for products they have never ordered," Shabana said during a press conference held at Federation of Malaysian Consumer Associations (Fomca) office here today.
LuxStyle is believed to be based in Denmark.

Shabana added the Australian Competition and Consumer Commission has received 127 complaints in the first two months this year and had issued a public warning notice about the alleged conduct of the online retailer.

"What's worse is, in Australia, there are even debt collectors who harass the victims for the money.

"And we don't want that to happen here in Malaysia," she said.

Shabana said this situation is worrying in Malaysia as she had received about 50 complaints within one week.

She added the most popular social media platform is Facebook and Instagram where most of its victims are youths ranging from 18 to 28 years.

The most popular product bought from this website are beauty products, particularly a "blackhead remover mask".

The website also offers other products such as mobile gadgets, with most priced from RM200 to RM500.

Shabana advised victims not to send back the package that they receive, not to make any payment, and reply to the seller that you don't want the product if the company sends them an email.

Victims can contact NCCC through 03-78779000 or email to shabana.naseer@nccc.org.my

LuxStyle could not be reached for comments till press time. &#65533; source: http://www.thesundaily.my/news/2017/06/01/nccc-wants-probe-luxstyle