Within one week, NCCC has been flooded with complaints against LuxStyle International Sales ApS (trading as LuxStyle) in relation to their questionable sales methods.
The&#65533;online retailer has been sending consumers payment notices for products they have never ordered.&#65533; Lux International Sales ApS advertised its product through social media such as Facebook / Instagram. The goods are considered ordered if a consumer selects a product and enters their contact information. Similar cases was recorded:
&#65533;&#65533;&#65533;&#65533; The Australian Competition and Consumer Commission, which received&#65533;127 complaints in the first two months this year, had issued a Public Warning Notice about the alleged conduct of online retailer. &#65533;&#65533;&#65533;&#65533; The European Consumer Centre Finland on the other hand has been receiving many complaints against the same company and has carried out a test on LuxStyle&#65533;s ordering process and found it highly defective. Finnish Consumer Ombudsmen are also monitoring the company. &#65533;
In view of the above, it is important to send this message across the public to be aware of such complaints and to take necessary measures to prevent them from being the next victim. NCCC will be sending a position paper to KPDNKK, MCMC and the CyberSecurity Malaysia to conduct further investigation on this matter.
If you have visited the LuxStyle website and received a product and an invoice, do the following:
1.&#65533;&#65533;&#65533; Do not send back the package you received (without ordering).
2.&#65533;&#65533;&#65533; Do not make any payment.
3.&#65533;&#65533;&#65533; If the company have sent you an email, you may in writing express to the seller that you do not want the products.
For more information, kindly contact Ms. Shabana Naseer Ahmad from National Consumer Complaints Centre (NCCC) at 03-78779000 or e-mail to shabana.naseer@nccc.org.my