By MASRIWANIE MUHAMADING - June 1, 2017 @ 2:13pm

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.

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.

Shabana said that LuxStyle advertises its products through social media platforms, including Facebook and Instagram, before leading consumers to its website via a link.
"The online shop, which is believed to be based in Denmark, offers beauty (and beauty care) products such as mascaras and facial treatment masks.

"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.

"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.

Shabana added that many of the victims decided not to buy the products, as they were priced over RM100 each.

She said the online shop, however, continued to deliver the products viewed to the consumers, together with an invoice &#65533; even when they clicked the 'disagree' button.

She also said that similar complaints were received by consumer protection agencies in other countries, including Australia and Finland since late last year. &#65533;