

Complaint : TESCO misleading price

Written by Administrator

Thursday, 10 September 2009 15:03 -

I bought one sealed carton of Tiger Susu biscuit at price of RM10.75. I carton consists of 12 pieces. The bar code scanner provided by Tesco scanned RM10.75 and also confirmed by Tesco attended for the same prize. When I went to the cashier counter, they said they need to scan the item individually meaning 12 times with price RM0.95 per piece.

Based on my calculation per piece prize should be RM0.8958 based on I cartoon prize of RM10.75, however Tesco refuse and still charged me RM11.40. After complain to their customer service counter and their Assistant Store Manager, they remain the prize and refuse to sell that product at Publish prize of RM10.75. Please advise how I can go about to complaint this issue further. It is not about the money which is different by RM0.65 that I paid, but Is more of principal. This is surely shows Tesco is doing daylight robbery and cheating their customers.

A) Complaint was forwarded to Tesco for action by NCCC and below is the reply from Tesco:
Dear Mr Darshan,
We have investigated this matter at our SP store and received feedback last Friday. Our policy is to sell the product in question in loose form and not in sealed carton to ensure fairness to other customers. In this situation, the customer has requested to purchase the said product in a carton but was refused by staff member. Customer has however, left the store after filling the complain form. The matter was immediately brought up with the Store General Manager and in his capacity, has waived the policy and instructed his store to call the customer to sell the product at the carton price. He has declined to purchase. However, if the customer is still interested weshall be obliged to sell the products at the agreed price.

Many thanks
TESCO
B) The reply from Tesco was sent to the complainant for comments and below is the response :
Mr Darshan,
Yes, some one called me to offer at the carton price. Now, my question, if their (Tesco) policy is to sell loose form, why was it displayed in sealed carton?

Now, they displayed in cartoon and prize in carton but selling in loose. What nonsense of fairness are they talking about? What actions can the Ministry or even Consumer association take on them? Can you let them go freely because they are international company and let them go and cheat around? Are you/ or the Ministry going to caution/warning them?

I have proof of receipt scanned by the cashier at RM10.75 (see the attachment on the left site); however after she noticed and checked with her supervisor she claimed that it is suppose to be sold at RM0.95 per pcs. (See the right site attachment) Again my question to that person from Tesco who replied below email, WHAT FAIRNESS IS THIS?? I complained further to the Assistant Store Manager, yet they refuse to sell at cartoon prize as what advertised. As I said money is not the issue here, it is more for consumer to get fairness in treatment.

Now, going back to when they said they offered me the same prize, yes they did after 5 hours I left the Tesco, they called me to offer me at RM10.75. Now, for me to go back to Tesco, I need to spend petrol of RM10 at least, for me to get back RM0.65, ridiculous right? My home is 22km away from their premise (both way inclusive)

I spent almost 30 minutes to resolve the matter there and there but yet they refused. I spoke to a Malay lady, Customer service rep (Malay guy), Assistant Store Manager (Indian lady). 3 of them can't solve the issue yet they claim immediately. I am very surprised when Tesco used the word 'IMMEDIATELY'. Immediately for Tesco means 5 hours. I wonder.

See Mr Drashan, this is the first time ever I made a complaint to any Consumer association, I appreciate very much what you and your team is doing for consumer, however I think I will loose confidence is Consumer Associate if this kind of companies at left freely to cheat around and yet they are allowed to justify their wrong doing.

Thank you and have a nice day

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Below is the advice from the Secretary General of the Ministry of Domestic Trade and Consumer Affairs over the whole incident. Thank you Dato' for the advice to all.

Dear All,

Let us learn from this:

- i) The customer is king, so treat him/her like one.
- ii) Complaints are necessary if there are lapses. More important is that the complaint is dealt with immediately with true professionalism.
- iii) Out of complaints come solutions. Listen to one another to look for the best way out.
- iv) At certain times, redress of history cannot be done but more importantly, bad history should not repeat itself.
- v) Conclusion is that consumer, industry and government have to work together to overcome problems.

Thank you.

Mohd Zain Mohd Dom
Ketua Setiausaha
Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna