

Complaint : Shell Petrol Station - OverBilling on Ferrari Model Car

Written by Administrator

Thursday, 10 September 2009 14:47 -

<p align="justify"> </p><p align="justify">Dear Sir/ Madam, I, on behalf of my uncle, hereby would like to highlight on one unsatisfactory case that happened on him, currently. On 03.04.2008, he went to a Shell Petrol Station -- Shiham Enterprise, (001480771-X), P.T. 36957, Jalan Sungai Jati, 41200 Klang, Selangor, to pump petrol fuel, with charge of RM40.00. As widely known, currently in Malaysia's Shell Petrol station, there are heavily promotions been made on the Ferrari models cars.</p><p align="justify">He had purchased one (1) ferrari model, upon the purchase of petrol at the said Petrol Station. And, was charged with RM8.90 for the relevant car. He never realised on the over-charged bill, until a family member of us reminded him on 09.04.2008 on the price variance charged (He was charged RM8.90, instead of RM5.90 - the should-be pricing of the model car).
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On 10.04.2008, he went back to the said Shell Petrol Station to claim back his over-billing of RM3.00 from its counter's staff. However, to his surprise, he was informed that due to being a few days after of the originally pumped date, he was not eligible to claim back my RM3.00 from them.
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For your kind knowledge, on any of the statements, they never have informed the customers that they can't claim back their money if happened cases as such. Your kind attention and action onto the said matter is highly appreciated. Thank you.◆<u></u></p><p align="justify"> </p>