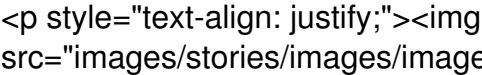


Complaints - WHILE STOCK LAST ???

Written by Administrator
Friday, 21 May 2010 22:18 -

 I went to the Guardian to purchase a 750ml of Listerine bottle at RM17.88 as there is a promotion. The promotion stated is for every purchase of 750ml of Listerine bottle, you get a free 250ml of Listerine bottle at the purchase price of RM17.88 per 750ml.

There is no clauses which says "while stocks last" on the promotion board or on the 750ml Listerine bottle itself. So, when I make payment at the cashier at RM17.88 for the 750ml bottle of Listerine, I demanded the free 250ml Listerine bottle. I was told by the cashier (male attendant) that they have no more stocks. Then, I said to him that it was part of the promotion deal and there is no clauses which says "while stocks last" stated anywhere on the promotion board and the Listerine bottle.

The cashier replied me by saying that "all promotion free gifts are based on while stocks last". I certainly felt cheated by the misleading promotion deal from them. The response was totally unsatisfactory and irresponsible.

NCCC Advise : Retailers are advised to remove any indications such as **while stocks last** if the stock is not available since this will influence public to purchase a product by relying on the representation above, this is unfair. At the same consumers also advised to confirmed before purchasing those item this is to save your good self from spending for the non receivable item. Referring to Sec 13 of Consumer Protection Act 1999 which also prohibits sale of limited goods where the amount and time frame is not specified.

Ms. Matheevani Marathandan
National Consumer Complaints Centre (NCCC)