I have purchased some clothes from the shop. As I was rushing to catch a plane, I told the shop attendant that I don't have the time to try all the clothes. However, the shop attendant told me that the clothes can be changed.

After my trip, I tried the clothes but some of them could not fit. I went to the shop again for an exchange for other sizes but they don't have the size for the items specified. The shop attendant now told me that it is the company's policy that goods sold are not returnable, refundable or exchangeable.
There was no clear sign indicating that earlier on, however, there are indications of the receipt of that, which consumers can only see after the purchase. I feel that I have been cheated into purchasing the clothes as I could have just walked away from the purchase or come back another time. Now I have 7 items that could not be worn.

NCCC Advice&#65533; :The above complainant bought the clothes in a rush, he/she should tried the clothes before purchased. According to the complainat that the shop attendent promised her/him can changed if the clothes not fit.

After the trip when the complainant wants to change the clothes the same shop attendent told that it is the company&#65533;s policy that the goods sold are not returnable, refundable or exchangeable which as stated in the receipt.

The statement by the attendent fall under Sec 18 Contract Act 1950 (Misrepresentation) which caused the complainant believe that the information to be true and bought the clothes. So the consumer has the right under the law to get back either a refund or replacement. Meanwhile it is also a advise for consumers not to misuse this right.

Deivigarani Krishna
National Consumer Complaints Centre

