Malay Mail : 7 November 2006 A HYPERMARKET chain has come under fire from National Consumer Complaints Centre for allegedly offering defective items and products of dubious quality to consumers. NCCC director Darshan Singh said it was unethical for the company to offer such products, although at discounted price, at one of its store&#65533;s &#65533;Reduced to clear&#65533; section.

Darshan said a packet of powdered milk for toddlers, which was torn on both sides and sealed with cellophane tape, was one of the items placed at the section.

&#65533;The milk is for toddlers. But looking at its condition, I dare say the content could be contaminated which could pose a health hazard to any child,&#65533; he said at his office in Sungai Way recently.

Darshan, who visited the store recently, said other dubious products, for example, were a shampoo which did not have the Malaysian Approved Licence code from the Health Ministry and a three-pin plug that did not have the Sirim seal.

He also said that some products had price tags pasted over the expiry dates.

&#65533;I agree that consumers should be spoilt for choice, but this is not the way,&#65533; he said.

&#65533;The company should not opt for this method to attract customers.&#65533;

Darshan said such products should be taken off the shelves.

Tesco Stores (Malaysia) Sdn Bhd corporate and legal affairs director Azlam Shah Alias said the company has strict processes in place to prevent this sort of thing.

&#65533;We believe the processes may have been compromised,&#65533; he said.

&#65533;Our core purpose is to create value for our customers, which is why we are reviewing the processes to enable us to better serve our customers.

&#65533;We deeply regret that it had happened and will strive to ensure that the incident does not recur.&#65533;