

NST : Price surprises: Be wary of special offers

Written by Administrator

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I AGREE with S. Khalid of Petaling Jaya ("When it pays to check every price tag" - NST, Dec 12) on the need to be wary of special-price offers.

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I've had similar experiences in a particular hypermarket in Kelana Jaya and at its other outlets. The price displayed would be different from the final price charged. The management will usually return the difference if one argues with them. But the point is, one has to bring the item and receipt back to the outlet. I can understand that errors sometimes happen, but apparently, this is quite common with the other outlets under this company. I made an informal survey among friends and relatives. Most of them confirm to have suffered a similar experience. None of them had come across a case where the buyer was charged a lower price at checkout.

The Ministry of Domestic Trade and Consumer Affairs should have a toll-free line or an email address for consumers to complain about such matters so that action can be taken against them.

New Straits Times - Letter

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