

What can a Consumer Do?

Written by

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Sometimes, even a careful consumer has problems after buying a product or service. There are various actions that a consumer can take to solve his/her problem. The consumer should be persistent and consider the actions listed below:

1. ♦♦ ♦Contact the seller immediately. Provide the seller all the details such as sales receipt, date of purchase and nature of complaint and what you would like the seller to do. Keep originals of documents for yourself and provide the seller with the copies.
2. ♦♦ ♦If the seller refuses to help, write to the manager or the owner of the shop.
3. ♦♦ ♦If the seller still refuses to help, write to the manufacturer and provide details. Send copies of important documents and what you want done. Keep your original documents. Send only copies. Be polite but firm.
4. ♦♦ ♦If your problem is still not solved, obtain help from the Consumer Association in your area or the office of the Ministry of Domestic Trade and Consumer Affairs.
5. ♦♦ ♦Both these organisations will be able to advise you on how to proceed with your problem. They may advise you to file your claim against the seller in the Consumer Claims Tribunal for a speedy resolution. Keep all your original documents for the filing of your claim.