



## **PRESS RELEASE**

### **FCCC Urges Fijians To Be Cautious When Shopping This Holiday Season Wednesday 23 December 2020**

As the festive season gets into full swing, the Fijian Competition and Consumer Commission (FCCC) cautions Fijian consumers to spend their hard-earned money wisely and to be careful as they take advantage of sales and specials this holiday season.

“Unfortunately, some unscrupulous traders use the festive season as an opportunity to try and take advantage of consumers,” said FCCC CEO, Joel Abraham.

“I urge all Fijian consumers to take the time and be cautious when making purchases, such as always double-checking the fine print and details on deals - if it seems too good to be true, it often is.

“After this cyclone, we would also like to remind consumers to be thorough while purchasing frozen goods, especially meat, as they have deteriorated during power failures.”

Mr Abraham warned traders to operate within the confines of FCCC Act 2010 as FCCC ground teams will conduct inspections during the holiday seasons and will find out if there have been breaches.

“This has been an extremely challenging year because of the coronavirus pandemic and the recent cyclone, and many Fijians are struggling financially. It is extremely immoral and unethical to take advantage of hardworking Fijians during a time when they want to give their families the best, they can afford to show their love, and we warn businesses that the full brunt of the law will be brought against them if they are found misleading or cheating Fijian consumers.”

Any business that is found breaching the FCCC act will be taken to task by the Commission and FCCC will be conducting inspections in the Northern division later.

Mr Abraham said that the good news is that the majority of businesses do follow the rules, especially businesses that have taken the initiative of joining FCCC’s Voluntary Compliance Framework to better comply with the FCCC Act.

#### **Some additional tips for Fijians consumers:**

1. Compare prices before purchasing.
2. Research products in-depth, including specifications.
3. Check the ‘was’ and ‘now’ prices. Ask the salesperson to tell you when the product was last sold for the ‘was’ price.
4. Consider spending wisely, keeping a proper budget, and drawing up a list to guide purchases.

5. Read the fine print and ask questions about the product or service. Get as much information as you can.
6. For food items, check expiry dates and ensure that no stickers have been placed over old expiry dates or expiry dates have not been tampered with.
7. Demand a receipt - receipts act as proof of purchase and will be required when returning/changing products.
8. Do not be afraid to request a pre-agreement statement and quotation when applying for any type of credit - it is your right.
9. Enquire about product warranty, after-sales support for repair and spare parts, and other means of redress.

**The Commission encourages Fijians to report any breaches they find. All consumer-related complaints can be sent directly through the FCCC web app at FCCC.APP. You can also contact FCCC on 8921991 or through live chat on their website at [fccc.gov.fj](http://fccc.gov.fj).**

**Please follow us on Facebook at [www.facebook.com/FijianCCC/](https://www.facebook.com/FijianCCC/) for the latest updates.**

**-Ends-**