



### **Media Release**

## **Stay Vigilant While Enjoying the Hibiscus Festival Urges FCCC**

**4 September 2024**


As the Hibiscus Festival enters its busiest and most exciting days, the Fijian Competition and Consumer Commission (FCCC) urges all attendees to remain vigilant and informed, ensuring a safe and enjoyable festival experience for everyone.

“The Hibiscus Festival has once again brought Fijians in the Central Division and around the country together to celebrate culture, community, and joy, and we want to ensure that everyone can enjoy it safely. At the same time, it’s important to stay vigilant so we can protect ourselves and our loved ones from potential risks,” said FCCC CEO Joel Abraham.

During festivals, vendors and businesses often offer special promotions and deals. It can be easy to get caught up in the excitement and overlook important details. FCCC advises consumers to take full advantage of bargains but to remain conscious, especially when purchasing items on sale or offered as special deals.

While many of these deals are genuine, it is crucial for consumers to be cautious and aware of potential price gouging and scams. Goods sold during trade fairs can still be returned or replaced if they are faulty or defective, so consumers' rights to seek redress are preserved.

“A sale should mean a reduction in price, not quality. Whether you’re shopping for festival deals or simply enjoying the festivities, remember that every consumer is entitled to a fair deal and reasonable satisfaction. Always demand a receipt for every purchase, as it



serves as proof of purchase. This is crucial if you need to seek redress later,” Abraham elaborated.

“If you encounter an issue where your rights as a consumer are being breached, please let us know so that appropriate action can be taken.”

For those considering taking advantage of zero-dollar deposit deals or hire purchase items during the Hibiscus Festival, FCCC advises thoroughly checking the availability of backup services, spare parts, and carefully reading contracts before signing.

With mobile handsets and other electronic gadgets up for grabs, buyers must be vigilant about what they are purchasing. Ask whether the item is refurbished, counterfeit, or branded, ensure you understand the warranty terms, and be aware of the interest rates charged.

Food safety is another crucial concern during the festival. With a variety of food stalls offering treats, it is important to ensure the food you purchase is freshly prepared, properly cooked, and served in a clean environment. If you experience any signs of foodborne illness, such as stomach upset or nausea, report it immediately to the festival organizers and seek medical attention if necessary.

For more information or to report any breaches of consumer rights, the public can contact the FCCC by calling 8921 991, emailing [helpdesk@fccc.gov.fj](mailto:helpdesk@fccc.gov.fj), or through any of the channels at <https://linktr.ee/fijianccc>.

### **About FCCC**

The Fijian Competition and Consumer Commission is an independent statutory authority committed to promoting competition and fair trading and regulating national infrastructure for the benefit of all Fijians.

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