



### ADVISORY

## FCCC Advises the Public to Take Precaution as We Have Approached the Cyclone Season

12 November 2024

The Fijian Competition and Consumer Commission (**FCCC**) is advising the public to remain vigilant with Fiji being in the midst of the cyclone season. Also, FCCC is urging the traders to refrain from exploiting the situation through price gouging or other unethical practices that might disadvantage consumers during this period.

FCCC CEO, Joel Abraham said that there would be zero tolerance for price gouging such as sudden hikes in price of essential items like batteries, candles, and bottled water or overcharging on items under price control.

“Unfortunately, there are some unethical traders who use events like natural disasters or other periods of instability to engage in unconscionable conduct, such as hoarding or gouging. Our message to these traders is simple - if you are found attempting to cheat our fellow Fijians during natural disasters, you will face serious consequences, as permitted under law,” said Abraham.

Our teams will conduct inspections and surveys to ensure compliance under the FCCC Act 2010. This will include verifying that traders are adhering to regulations, that expired or substandard products are not being sold, and that prices for essential items remain fair and accessible.

FCCC is also reminding consumers to take proactive steps while shopping.

“Be mindful of your consumer rights,” Abraham advised.


“Always check receipts to confirm that prices match shelf labels, and clarify return or refund policies, especially when buying crucial items like battery-operated radios and torches.”

“Reporting helps us to investigate and take swift action to protect both you and your community from unscrupulous traders.”

“If you spot any instances of price gouging, unsafe products, or any unfair practices, reach out to us via FCCC’s official channels. Consumers are urged to retain all receipts as proof of purchase. Traders are required under the FCCC Act 2010 to issue receipts upon payment.”

“Also, retain a copy such as taking a photo or scanning your receipts, especially for items with warranties, to safeguard against loss or damage in adverse weather.”

The FCCC further urges everyone to stay informed, be cautious, and follow updates from the National Disaster Management Office and other authorities throughout the cyclone season.



For more information or to report suspicious activity, the public can contact the FCCC by calling 8921991, emailing [helpdesk@fcc.gov.fj](mailto:helpdesk@fcc.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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