

UNFAIR TRADE PRACTICES BY FIRE SAFETY & PREVENTION (SG)

Through unsolicited door-to-door sales

1 Falsely represented that the supplier was endorsed by or affiliated with the Government, Singapore Civil Defence Force or community centres to sell fire extinguishers to households.



2 Falsely claimed that the households were required by laws or regulations to have a fire extinguisher.



3 Represented that PAssion and NTUC cardholders, as well as Pioneer generation or Singaporeans, were entitled to discounts which did not exist.



4 Charged consumers a substantially higher amount of \$179 for a fire extinguisher than the original quoted amount of \$17.90.



5 Represented to consumers that their purchases were non-refundable which was untrue.



6 Misled consumers that there would be free yearly replacement or servicing of purchased fire extinguishers when replacement would only be done in specific circumstances.



Be smart with door-to-door sales:

- ➔ Consumers should exercise caution when approached by anyone claiming to represent any government agency. If in doubt, request for proper identification or verification.
- ➔ Be firm and turn down a salesperson if you do not want to purchase the product or service.
- ➔ Check the final amount on the invoice or payment terminal before making payment. If unsure, immediately clarify with the salesperson and do not hand over cash or debit/credit cards until you are satisfied with the clarification given.
- ➔ Consumers generally have the right to cancel a direct (unsolicited door-to-door) sales contract within five days (excluding Saturdays, Sundays and public holidays) after the date on which the contract is entered into. If the contract is cancelled, it will no longer be enforceable against you and any money that you have paid to the supplier under your contract will be repaid to you within 60 days.

