



Alan Delceppo

Vs

Solo Optical Ltd (C 54569)

CCT 219/24/CC

Today 7th January, 2025

The Tribunal;

Having seen the claim filed by claimant on the 15th October 2024, whereby claimant requested the refund of €250 (two hundred and fifty euros) being part of a higher amount paid to respondent company for the sale of three pairs of glasses.

Having seen that respondent company duly notified with the Notice of Claim, and Notice of Appointment of Sitting submitted a reply, contesting the claim filed by claimant for the said reasons as produced in the said reply.

Having seen the acts of the case.

Having heard claimant, and respondent's representative give evidence on oath during the sitting dated 10th December 2024.

Having seen that Claimant updated the amount claimed, in that the said amount is to read €204 (two hundred and four euros) instead of €250 (two hundred and fifty euros) as originally claimed.

Considers;

It results that in January 2024 claimant bought three pairs of glasses for the total amount of €609 from respondent company. Claimant was using one of these pair of glasses for everyday use, and after some time he noticed that the frame temples started corroding and changing colour.



From the documentary evidence submitted by claimant it transpires that when he communicated with respondent company about this occurrence, he was informed that the corrosion was a result of heavy sweating. Respondent company offered to either replace the glass temples at a discount, or else insert two transparent tubes. Claimant did not accept the options offered, and requested a refund.

Respondent company additionally offered to claimant a fifty percent (50%) discount on the purchase of a new set of glasses.

The Tribunal, notes that whilst respondent company co-operated with claimant by offering alternative options, having seen the acts of the case and the documentation filed by claimant, is of the opinion that the version presented by claimant is correct and truthful, and hence merits confirmation to the amount of €204 (two hundred and four euros).

Consequently and upon review and careful examination of the facts of this case, and also upon review of the documentation and acts of this proceedings, in line with Chapter 378 of the Laws of Malta, the Tribunal accedes to the request filed by claimant and condemns respondent company to pay claimant the sum of €204 (two hundred and four euros).

The expenses of these proceedings are to be exclusively borne by respondent company.

A handwritten signature in blue ink, reading "C. Cherrett".

Dr Charmaine Cherrett

Arbiter