

**10th January 2018**

**PUBLIC WARNING STATEMENT ISSUED BY THE DIRECTOR GENERAL (CONSUMER AFFAIRS)**  
**WITHIN THE MALTA COMPETITION AND CONSUMER AFFAIRS AUTHORITY**

The Director General (Consumer Affairs) hereby issues this Public Statement in accordance with Article 8 of the Consumer Affairs Act (Cap.378), by means of which she hereby identifies and gives information to the general public that:

**Mr. Dario Azzopardi (3Group)**

has not honoured the decision delivered by the Consumer Claims Tribunal.

After listening to a radio advert by the company advertising free installation of Microsoft 10, the consumer ended up paying the trader €60 for an installation service of a Microsoft 10 programme. This fee included the home visit charge. The consumer was never informed about this extra charge. Furthermore, the consumer never managed to access the programme as it required a product key which the trader did not provide her with upon installation.

The trader failed to submit a reply to the consumer's claims and did not appear at any of the sittings although the Tribunal declared that he had been duly notified.

The Tribunal ordered the trader to refund the consumer the €60 euros paid.

Josephine Borg

Director General (Consumer Affairs)