



MALTA

CCT/151/16/S

Alan and Nancy Reason
Vs
Josies Bathroom Centre Limited

Today the 15th of December, 2016.

The Tribunal,

Took note of the claim filed by Alan and Nancy spouses Reason on the 11th of August, 2016 whilst defendant company Josies Bathroom Centre Limited, although notified, failed to file a reply and did not appear in front of this Tribunal;

Examined the presented documentation and heard the evidence of spouses Reason and the verbal submissions done on the 17th of November, 2016;

Considered

That in a few words, this case is about a steam shower unit which after a month from purchase, developed a scale removal problem. Although plaintiffs complained to defendant company on various occasions, no solution was given by the said defendant company;

That although plaintiffs called upon the defendant company to solve the problem, only a plumber was sent but the problem persisted;

That this is not a service which one expects from a company when there is a problem with the object which was sold;

That this problem occurred just a month after the purchase of steam shower unit;

That the Tribunal heard just the plaintiffs' versions as defendant company chose not to appear in front of this Tribunal and consequently, did not contradict the plaintiffs' evidence;

That the Tribunal examined the plaintiffs' claim and found it to be justified;

Consequently for the abovementioned reasons and after examining Chapter 378 of the Laws of Malta, the Tribunal decides to accept the claim submitted by Alan and Nancy Reason and orders Josies Bathroom Centre Ltd to deliver to the plaintiffs a brand-new steam shower unit (Tempo 90x90) within 15 days from today's date and if this cannot be done, to pay plaintiffs the sum of €3325.50. All expenses, including those relating to this case are to be borne by Josies Bathroom Centre Ltd.

A handwritten signature in blue ink, appearing to be 'Richard Sladden', written over a horizontal line.

Richard Sladden Av.
Arbiter