

24 April 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 Pierre Camilleri - Aqualux

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

The consumers had hired the services of the trader for plumbing works, but they stated in their submissions that after one month and a half, he started lagging behind in his work. Promises by the trader to resume the works did not materialise and he ignored several letters and phone calls by the consumers.

In addition, consumers stated that they had to hire another plumber who found many shortcomings in the previous plumber's work.

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

The Tribunal upheld the consumer's claims and ordered the trader to refund the consumers the sum of €1, 583.

Josephine Borg

Director General (Consumer Affairs)