

14 May 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 Gaetano Busuttil

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

The consumer hired the services of the trader to sew a dress for her daughter's wedding. The dress turned out to be too tight due to incorrect sizing and she had to go to another tailor. Many alterations were effected to the garment. She requested the refund of the €252.33 she had paid for the fabric.

The Tribunal stated that the consumer should have drawn to the trader's attention the fact that the sizing was incorrect. On the other hand, the trader should not have accepted the customer's suggestions, including the zipper's replacement, if this meant that the final product would not be up to standard.

Citing an apparent lack of effective communication between the parties, the Tribunal upheld in part the consumer's requests, and attributed responsibilities to both parties. It ordered the trader to refund the consumer the sum of €100 and the Tribunal's expenses.

Josephine Borg
Director General (Consumer Affairs)