

31st 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 public that the following company:

3 Repairs/ 3 Group

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

The consumer paid €49 to the company to install an anti-pornography software since his computer was being used by minors. After the installation was carried out and paid for, the problem persisted as this material was still downloadable. Although the installer was contacted, the consumer was not provided with a remedy.

The Tribunal noted that, despite being duly served with the Notice of Claim, the date and time of hearing, the person representing the company failed to appear at the sitting, and did not submit a written reply to this claim.

In addition, the Tribunal remarked that the consumer's version is credible and acceptable, and that his claim is justified as he did not get what he paid for. The company was thus ordered to pay the consumer €49, with costs.

Josephine Borg
Director General (Consumer Affairs)