

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

November 2023

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:

### **Global Tech (KSL LTD - C59646)**

failed to honour two decisions of the Consumer Claims Tribunal.

In one decision, the company was ordered to pay the consumer the total sum of two thousand, four hundred and forty six euros and twelve cents (€2,446.12). The sum comprised of the price of one thousand and fifty euros (€1,050) of an air conditioner bought from the company, and one thousand, three hundred and ninety-six euros and twelve cents (€1,396.12) representing damages caused by the same air conditioner which caught fire owing to a faulty installation.

In the second decision, the Tribunal ordered Global Tech to refund the consumer the sum of four hundred euros (€400) representing the administration fee/deposit paid for solar panels which were never installed. In addition, the company was ordered to pay the consumer the sum of two hundred euros (€200) in moral damages for the inconvenience caused since the consumer lost the Regulator for Energy and Water Services (REWS) grant related to the installation of solar panels, which grant he will be unable to reapply for should he decide to purchase solar panels in the future.

In both decisions, the company was ordered to pay the costs of the proceedings.

Grace Stivala  
Director General (Consumer Affairs)