

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

March 2026

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 trader:

### **MBL Garage Door Solutions Ltd**

failed to honour several decisions delivered by the Consumer Claims Tribunal, notwithstanding the several attempts that were made to secure compliance therewith.

In one case the company was ordered to reimburse the consumer the sum of three thousand and seven hundred euros (€3,700, representing the amount paid by the consumer for two faulty garage doors.

In two other cases filed by the same consumer, the company was ordered to respectively reimburse the consumer the sums of:

- five thousand and eight hundred euros (€5,800), which includes two hundred euros (€200) in moral damages. The consumer had purchased a sliding gate from the trader; however, the gate began to rust, and no agreement was reached to resolve the matter; and
- three thousand, two hundred and forty euros (€3,240), which includes forty euros (€40) in moral damages. The consumer had purchased two garage doors, one of which required panel adjustments that were never carried out.

In all cases, MBL Garage Door Solutions Ltd was also ordered to pay the costs of the proceedings.

This Public Notice is being issued in the interest of consumer protection and without prejudice to any other action which may be taken in accordance with the law. This notice does not constitute a decision on any matter other than that established in the Tribunal decisions.

Grace Stivala  
Director General (Consumer Affairs)