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450 complaints received against single video shop

By MURIEL LAU

MORE than 450 complaints were made against one video shop in October and November, the Consumer Council revealed yesterday.

The Council could not reveal further details because the shop is being prosecuted, said Mr Yuen Tak-tim, publication steering committee chairman.

The council received 146 complaints against video shops in the first 11 months of the year.

Last year it received 77 from April, when monitoring started.

The council said it had settled almost all the disputes and Mr Yuen advised consumers to approach them for help when necessary.

Mr Yuen reminded con-

sumers of the importance of comparing and ascertaining the terms and conditions before signing for membership.

"It is worth noting that consumers are entitled under the law to withdraw their membership if video centres do not inform them of any changes in terms and conditions which are considered too harsh," he said.

Mr Yuen was speaking at a conference to introduce the latest issue of the council's *Choice* magazine, which included a test report on spring mattresses.

Ten out of 17 spring mattresses tested were found to have fallen short of the British requirement on endurance by as much as 20 per cent.

The report showed that

price was not a reliable indicator of durability because both the most expensive (\$4,300) and the cheapest (\$1,960) models scored well in the endurance test.

Mr Yuen advised consumers to study carefully fine print on the guarantee, which, he said, did not necessarily cover all repairs and maintenance.

The council has received several complaints against removal companies following the increase in emigration in recent years.

Complaints were mainly of discrepancies in the estimated volume and actual volume of articles to be shipped overseas, failure to deliver on time and damage to articles during transportation.