
GENERAL NOTICE

NOTICE 1059 OF 2006**DEPARTMENT OF TRADE AND INDUSTRY
CONSUMER AFFAIRS (UNFAIR BUSINESS PRACTICES) ACT,
1988**

I, Mandisi Mpahlwa, MP, Minister of Trade and Industry, do hereby, in terms of section 10(3) of the Consumer Affairs (Unfair Business Practices) Act, 1988 (Act No. 71 of 1988, the Act), publish the arrangement dated 06 June 2006 entered into between the Consumer Affairs Committee and Multi –Tech Electronics and its Member.



M B M/MPAHLWA

MINISTER OF TRADE AND INDUSTRY

UNDERTAKING

UNDERTAKING BY MR ETIENNE SEUKEU, THE OWNER MULTI - TECH ELECTRONICS IN TERMS OF SECTION 9 OF THE CONSUMER AFFAIRS (UNFAIR BUSINESS PRACTICES) ACT NO 71 OF 1988

Background

Multi-tech Electronics, is a shop situated at No.5 Hamilton Centre, Park street in Sunnyside. The main business of Multi-tech is to repair and maintain electrical appliances. Multi-tech has been involved in a business of charging an assessment fee of R50.00 for quotations made on all appliances if a consumer decides not to utilize their services for repairs. It has been alleged that this is done without notifying the consumers that they will be charged for the quotation should they decide to take the appliance somewhere else for repairs and not use Multi-tech's services although the conditions appear at the back of the receipt. The business practice of Multi-Tech in the present state has the effect of unreasonably prejudicing consumers and also limiting the consumer's right to use a service provider of their choice to repair their appliances.

I have been informed that the Consumer Affairs Committee (the Committee), after undertaking a section 4(1)(c) investigations in terms of the Consumer Affairs (Unfair Business Practices) Act, 71 of 1988 (the Act), found that the business practices as applied by myself, is likely to have the effect of (a) harming the relations between us and the clients (the consumers); (b) **unreasonably prejudicing the consumers**; (c) deceiving the consumers and (d) unfairly affecting the consumers. The practise of charging for a quotation is prohibited in the Consumer Protection Bill unless it was disclosed **upfront** to the consumer that and the consumer **consented** to paying the fee. In the opinion of the Committee, I was therefore involved in an unfair business practices as defined in the Act.


I have been informed that in terms of section 9 of the Act, the Committee may, at any time, negotiate with any person with the view to making an arrangement which, in the opinion of the Committee, **will** ensure discontinuance of an unfair business practice which exists or may **come** into existence and which is the subject of an

investigation. I am therefore prepared to negotiate and make an arrangement with the Committee regarding the future conduct of Multi-Tech.

Undertaking: In view of the above I, Etienne Seukeu, the sole member of Multi-Tech, undertake:

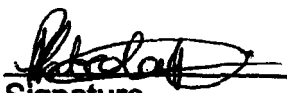
- (a) to inform all potential customers about the R50.00 quotation fee for checking all appliances in the event that a customer decides not to use our services for repairs.
- (b) to put a clearly visible notice on the walls of the shop, stating the terms and conditions of repairing appliances.
- (c) All items will be returned to the customer unassembled should the customer decides to use another service provider after receiving the quotation.
- (d) to inform consumers about the terms and conditions which are written at the back of the receipt.

I further understand that any contravention of this undertaking shall immediately and without further notification or discussion lead to an investigation in terms of section 8(1)(a) of the Act.




 Etienne Seukeu

06 June 2006
 DATE



 Signature
 Witness (1) Lucky Rabotapi
 Name & Surname in block letters
 Address 77 Meintjies Street PTA

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 Signature
 Witness (2) RUDZANI NETSIANORA
 Name & Surname in block letters
 Address 77 Meintjies Street PTA

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