

Australian Competition and Consumer Commission
MARS Matter Summary for Matter No: 1222520

Branch: Legal Branch
Office: Canberra
Requestor: William Herron

Item	Description
	Matter Id: 1222520
	Complainant: [REDACTED]
	Address: SA 5047
	Work Phone / Home Phone / Mobile / Fax / E-mail: [REDACTED]
	Method of Contact: Telephone
	Matter Created By: Kahn, Alexander in Canberra on 01-Mar-2012
	Complaint Date: 01-Mar-2012
	Ministerial: NO
	Trader: Coles Myer Ltd -
	Is the Complainant a Small Business? NO
	Is the Complaint ABOUT a Small Business? NO
	Is the matter about a Franchise? NO
	Conduct: 3-2 : 54 : Guarantee as to acceptable quality
	ANZSIC Code: 4279
	Product / Service: retail n.
	Matter Description: C has purchased a watch from T. C's watch has begun to degrade after several years of use. C wants T to replace watch. T has offered a remedy which C is not satisfied with. C would like T to provide better warranty offer.
	Response / Pamphlets Sent: Adv C that as their purchase preceded ACL the relevant legislation may be TPA. Advised C of statutory warranties; negotiate with trader and if unsuccessful write letter of demand and contact OFT. If still unsuccessful contact SCT. Logged for POC.
	Complaint Actions: NONE
	Referred: NO
	Escalated: NO
	Is the call from a disadvantaged or vulnerable consumer? NO
	Is the call about an on-line trader or e-commerce issue? NO
	Matter Type: Inquiry