



**Press Statement**

**14th March 2025**

## **WORLD CONSUMER RIGHTS DAY**

The Competition and Consumer Authority (CCA) joins other consumer protection agencies and consumers worldwide in commemorating World Consumer Rights Day on 15th March 2025 to raise awareness on consumer protection. The Authority's commemoration this year is under the theme ***"Empowered Consumers who know their Rights and Responsibilities Don't fall prey to Unfair Business Practices"***.

The empowerment of consumers has become more paramount than ever, as the Authority continues to record complaints of unfair treatment by some businesses breaching provisions of the Consumer Protection Act. In the 2024/25 financial year, CCA has received consumer complaints predominantly from second-hand or preowned motor vehicles, cellular phones and borehole drilling sectors.

The leading sector was second-hand or preowned motor vehicles with **186** complaints representing **24%** of the total cases received by CCA. Consumers mostly complained about the quality of the cars, safety, and warranty. The cellular phones were in second place with **148** complaints representing **19%** of the total complaints received by CCA, where consumers complained mainly about the warranty, refurbished phones sold as new, and other misleading representations. In the third place, were cases from the borehole drilling service providers with **62** complaints translating to **8%** of cases. Borehole drilling companies would receive upfront payments from consumers and would fail to deliver the service. In some instances, borehole drillers fail to comply with the agreed lead-time to drill and fail to drill agreed depth and casing.

To avoid falling prey to unscrupulous businesses, with regards to second hand vehicles, the consumers are urged to research and buy second-hand cars from trusted dealerships that are licensed. Background checks can be made through talking to family and friends, checking consumer reviews and shopping around to get value for money.

CCA further informs consumers that, the minimum warranty on new products is six (6) months under the Consumer Protection Act of 2018. Businesses that set their own warranty periods or deny consumers warranty, such as the cell phone suppliers, are violating the law. The Act obligates suppliers to provide warranties on phones and to provide consumers with the necessary assistance.

We have also realised that some consumers fail the warranty conditions by engaging uncertified and unapproved technicians to repair their cell phones. We therefore caution consumers to refrain from such actions, and further consumers are informed that warranty does not cover defects resulting from negligence.

With regards to borehole drilling, the Authority advises consumers to ensure that the borehole drilling company is licensed and fully operational and liaise with the Department of Water and Sanitation to obtain technical advice. They should also verify physical location of the drilling company and understand the terms and conditions before signing and paying. They should be on site throughout the drilling process.

We further encourage consumers to take proactive steps to protect their interests and lead in promoting consumer rights by speaking up and taking steps to resolve their complaints with businesses before reporting to the Authority.

The biggest net gain is that empowered Consumers who know their rights and responsibilities don't fall prey to unfair business practices.

A handwritten signature in black ink, appearing to read 'J. Baleki Molosankwe', written over a horizontal line.

James Baleki Molosankwe

**Director, Communications and Stakeholder Relations**