

Australian Competition and Consumer Commission
MARS Matter Summary for Matter No: 1200888

Branch: Legal Branch
Office: Canberra
Requestor: William Herron

Item	Description
	Matter Id: 1200888
	Complainant: [REDACTED]
	Address: [REDACTED]
	Work Phone / Home Phone / Mobile / Fax / E-mail: / / [REDACTED] / /
	Method of Contact: Telephone
	Matter Created By: Drayton, Annaliese in Canberra on 17-Jan-2012
	Complaint Date: 17-Jan-2012
	Ministerial: NO
	Trader: Red Rooster Foods -
	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 3-3 : MISC : Product safety incident or near miss - clearinghouse MandStd : Toys for children up to and including 36 months of age (Product Safety use only)
	ANZSIC Code: 4279
	Product / Service: retail n e c
	Matter Description: C went to T yesterday. C purchased two toys seperatly without the metal. One was a Moshu Monster Slap band. C used the slapband twice and now the metal is exposed, the band has a sharp edge. C is wanting to report the incident because it is likely to cause harm to children.
	Response / Pamphlets Sent: Discuss consumer guarantees. Adv C that T can choose remedy unless the fault is a major fault as defined in the consumer guarantees. Adv if the fault is major C can choose to obtain a refund or other appropriate remedy. Refer C to publications. ACCC typically does not get involved in individual disputes, rather we assess matters with respect to the enforcement and compliance policy. If C wants to pursue action write LOD@OF T>SCT. Logged for POI.
	Complaint Actions: Intelligence
	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

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