



**Customs and Excise Department**  
**Report Form**  
**for**  
**Unfair Trade Practices and False Trade Descriptions**

**I Detailed Information**

<b>1.</b>	<p><u>Information of Goods or services</u></p> <p>Description of goods or services: _____</p> <p>Style No.: _____ Model No.: _____</p> <p>Quantity: _____ Unit: _____</p> <p>Date and time of purchase: _____</p> <p>Price: _____</p> <p>Contract period (if applicable): _____</p> <p><b>Proof of purchase -</b></p> <p>Goods: Available <input type="checkbox"/> Not available <input type="checkbox"/></p> <p>Contract, invoice or payment receipt: Available<sup>1</sup> <input type="checkbox"/> Not available <input type="checkbox"/></p>
<b>2.</b>	<p><u>Information of the trader</u></p> <p>Name of trader: _____</p> <hr/> <p>Address of trader: _____</p>
<b>3.</b>	<p>Please describe the transaction in detail, including :</p> <p>(a) Who was engaged in conduct in relation to unfair trade practices / false trade descriptions? (e.g. name and title of the salesperson / promoter)</p> <p>(b) The oral representation about the transaction made by the salesperson / promoter, if any.</p> <p>(c) What is the alleged unfair trade practices / false trade descriptions?</p> <p>(d) When and where did the unfair trade practices / false trade descriptions happen?</p> <p>(e) What is the loss or damage suffered by the informant due to the conduct of the trader?</p> <p>(f) What was the explanation given by the trader for unfair trade practices / false trade descriptions, if any?</p>

<sup>1</sup> Please complete Part II  
TCB 921e (Rev 10/19)

	<p>[ Please use a separate sheet if the space is insufficient. ]</p> <p>(if applicable)</p> <p>Is another person present at the scene to provide relevant information?</p> <p>No <input type="checkbox"/> / Yes <input type="checkbox"/>    Name: _____    Telephone: _____</p> <p style="text-align: center;">(the consent of the another person should be obtained)</p>
4.	<p>Has the informant reported the same incident to the Consumer Council / other agency?</p> <p>No <input type="checkbox"/> / Yes <input type="checkbox"/> Please state : _____</p> <p>Reference Number: _____</p> <p>Date and time of reporting the incident: _____</p> <p>_____</p> <p>Response from the Consumer Council / other agency: _____</p> <p>_____</p>

## II Documents Attached

5.	<p><u>Photocopies of relevant documents</u> :</p> <p>Contract <input type="checkbox"/>    Payment Receipt <input type="checkbox"/>    Instruction Manual <input type="checkbox"/>    Product Specification <input type="checkbox"/></p> <p>Promotion Leaflets <input type="checkbox"/>    Correspondence between the informant and the trader <input type="checkbox"/></p> <p>or other information ( e.g. goods photos ) : _____</p>
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## III Personal Data

6.	<p><u>Informant's personal data</u></p> <p>Name of informant: (Mr / Mrs / Miss) _____</p> <p>Tourist <input type="checkbox"/>                      Non-tourist <input type="checkbox"/></p> <p>HK resident <input type="checkbox"/>                      Non-HK Resident <input type="checkbox"/></p> <p>For tourist, please specify    Nationality: _____    Place / Province: _____</p> <p>Leaving Hong Kong on (if applicable): _____</p> <p>Returning Hong Kong on (if applicable): _____</p>
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<b>7.</b>	<u>Contact details of informant</u> Telephone Number : (Day time) _____ (Night time) _____ E-mail address : _____ Fax Number : _____ Correspondence address : _____ _____
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#### **IV Information Statement**

<b>8.</b>	I agree <input type="checkbox"/> / do not agree <input type="checkbox"/> to be interviewed by officers of Customs and Excise Department and agree <input type="checkbox"/> / do not agree <input type="checkbox"/> to give written statement if Customs and Excise Department find it necessary to do so.
<b>9.</b>	I agree <input type="checkbox"/> / do not agree <input type="checkbox"/> to provide relevant products / documents and I know that they may be disclosed to a third party, including the alleged trader, for further investigation. (Note: The products / documents to be submitted for examination by the Hong Kong Government Laboratory or accredited authority may be damaged. The Department will not indemnify any damage caused.)
<b>10.</b>	I agree <input type="checkbox"/> / do not agree <input type="checkbox"/> to be witness in court proceedings and attend trial scheduled by the court in event of Customs and Excise's prosecution against the trader.
<b>11.</b>	I acknowledged that, in accordance with section 17(2) of the Trade Descriptions Ordinance concerning information disclosure, the Customs & Excise Department will not disclose to me any information obtained in the investigation, including the factors concerned in drawing of conclusion.

**( Please insert ✓ sign into the suitable check box )**

\_\_\_\_\_  
Signature of Informant

\_\_\_\_\_  
Date

# Privacy Policy of Customs and Excise Department

We respect personal data privacy and are committed to fully implementing and complying with the data protection principles and all relevant provisions of the Personal Data (Privacy) Ordinance, Chapter 486, Laws of Hong Kong and codes of practice issued by the Privacy Commissioner for Personal Data by:

- ❖ collecting personal data directly related to the functions and activities of the Customs and Excise Department, only for lawful purposes, and by lawful and fair means;
- ❖ taking all reasonably practicable steps to ensure that personal data are accurate, up-to-date and kept no longer than necessary;
- ❖ using the personal data collected only for purposes or directly related purposes for which the data were to be used at the time of the collection, unless the individual concerned has given his / her consent to a change of use or such use is permitted by law;
- ❖ taking all reasonably practicable steps to ensure that personal data are protected against unauthorized or accidental access, processing, erasure or other use;
- ❖ taking all reasonably practicable steps to ensure that a person can be informed of the kinds of personal data that the Department holds and the purposes for which the data are to be used; and
- ❖ permitting the persons to access and correct personal data of which they are the data subjects and process the data access / correction requests in a manner permitted or required by law.

Please refer to our website for detail: [https://www.customs.gov.hk/en/privacy\\_policy/index.html](https://www.customs.gov.hk/en/privacy_policy/index.html)

## Note

1. What can the Customs and Excise Department do for information received from a consumer against traders suspected of violating the Trade Descriptions Ordinance (“TDO”)?  
The Customs and Excise Department is the principal agency responsible for enforcing the TDO. We handle information received from consumers against traders suspected violating the TDO. After assessment on each case, the Department will accord investigation priority in accordance with the principles as stipulated in paragraph 7, Part A of the Enforcement Guidelines.
2. How to report suspected violation of the Trade Descriptions Ordinance (“TDO”)?  
Informant should submit information written in Chinese or in English. Please provide detailed information by completing this form and return to us with photocopies of related document by mail, fax or e-mail through one of the following channels:

Postal address : GPO Box No. 1166  
Fax : (852) 2543 4942  
E-mail : [crimereport@customs.gov.hk](mailto:crimereport@customs.gov.hk)

If informant needs assistance, please call our Information Hotline (24-hour) (852) 2545 6182.

3. The Department will acknowledge receipt of your Report Form in 10 days.
4. While we shall look into the information given, our investigator may or may not contact you for further information. In case a witness statement is required from you, our investigator will fix an appointment with you for an interview in our office. The information you provided to this department will help us detect possible offence committed by the trader concerned, irrespective of the findings and outcome on this particular case.