



CONSUMER PROTECTION ACT: MS DIANE TERBLANCHE, CHAIRPERSON OF THE NATIONAL CONSUMER TRIBUNAL AND MS YASMIN CARRIM, MEMBER OF THE NATIONAL CONSUMER TRIBUNAL AND COMPETITION TRIBUNAL TO ADDRESS SEMINAR.

In a joint media statement on the Consumer Protection Act released today, Mr. John Oxenham, Director, Nortons Inc and Mr. Neren Rau, CEO, South African Chamber of Commerce and Industry (SACCI) said:

Quote:

The provisions of the Consumer Protection Act are extensive and will have a significant impact on business in South Africa. The National Consumer Commission will carry out the provisions of the Act and the National Consumer Tribunal that was established under the National Credit Act will adjudicate complaints. Convictions for contraventions will carry a maximum penalty of a fine of up to 10% of the respondent's annual turnover during the preceding 12 months or R1 million or imprisonment for 12 months or both a fine and imprisonment.

This will add to the challenges already experienced in a stressed business environment not just for large enterprises but for small businesses in particular. It encompasses onerous enforcement mechanisms and punitive administrative penalties that will be imposed for non-conformance. It protects consumers against discriminatory and unwanted direct marketing as well as false, misleading or deceptive representations. It gives the consumer the right to fair, just and reasonable terms and conditions and certain rights to cancel advance bookings, reservations or orders for goods and services without incurring cancellation fees. It also imposes implied warranties into agreements for the supply of goods and services

In an effort to help businesses prepare for the new regulatory challenge, Norton's Incorporated, the South African Chamber of Commerce and Industry (SACCI) and Genesis-Analytics will host a seminar on the implementation of the Consumer Protection Act. Topics that will be considered include an overview of the key elements of the Act and its impact on business and the interplay between the Consumer Protection Act and the Competition Act. Ms Diane Terblanche, Chairperson of the National Consumer Tribunal and Ms Yasmin Carrim, Member of both the National Consumer Tribunal and the Competition Tribunal will address a seminar that will highlight the impact that the Act will have on business.

The seminar is free of charge and will be held at the Pharmaceutical Society of South Africa on 17th July. All are welcome. Further information can be obtained from John Oxenham, Norton's Inc. at +27 11 666 7566.

Unquote

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