

Table 1

**Complaints relating to electrical appliances supplied by traders received by  
Consumer Council in past three years**

	2008	2009	2010	From January to April 2011
Goods delivered suspected to be second-hand or are of poor quality	18	12	12	2
Sales practices	352	499	131	31
Quality of installation	37	34	37	2
Delivery arrangements	94	58	75	29
Price	42	74	35	16
Quality of goods	796	890	777	166
Maintenance services	607	454	546	101
Product safety	50	53	32	10
Others	390	186	105	39
Total	2,386	2,260	1,750	396

Table 2

**Number of cases which mediation was successful**

2008	2009	2010	From January to April 2011
1,295	1,139	1,140	192

Table 3

**Number of successful mediation in complaint cases relating to suspected delivery  
of second-hand goods or goods of poor quality**

2008	2009	2010	From January to April 2011
16	5	8	1