

Annex

Numbers of complaints in relation to online shopping received by Consumer Council in the last three years (by nature of complaints)

Nature of Complaints	2014	2015	2016	2017 (January to October)
Sales practice	1 943	375	199	353
Delayed delivery	1 748	877	1 043	742
Price/charge dispute	568	643	700	694
Product quality	229	231	236	294
Service quality	461	588	599	464
Repair and maintenance services	28	25	43	38
Contract variation/ termination	145	377	74	247
Suspected counterfeit goods	37	66	41	84
Expired product	43	38	42	26
Wrong model	69	101	41	41
Gifts/ Discounted goods	26	57	78	59
Closing down of shop	22	23	62	5
Others	123	65	44	31
Total (representing percentage of total complaints received by the Consumer Council)	5 442 (17.5%)	3 466 (12.7%)	3 202 (12.8%)	3 078 (15%)