

Number of complaints on sales and services through online platforms received by the Consumer Council in the past five years

	2013	2014	2015	2016	2017
Number of complaints	3 202	5 442	3 466	3 202	3 928

Number of complaints on sales and services through online platforms received by the Consumer Council in the past five years (by nature of complaints)

	2013	2014	2015	2016	2017
Sales practice	272	1 943	375	199	434
Delayed delivery	1 358	1 748	877	1 043	999
Price/charge dispute	454	568	643	700	893
Product quality	301	229	231	236	343
Service quality	307	461	588	599	568
Repair and maintenance services	28	28	25	43	50
Contract variation/termination	98	145	377	74	320
Suspected counterfeit goods	27	37	66	41	110
Expired product	75	43	38	42	36
Wrong model	78	69	101	41	50
Gifts/Discounted goods	37	26	57	78	72
Closing down of shop	37	22	23	62	6
Others	130	123	65	44	47

**Number of complaints related to online shopping received by the
Customs and Excise Department in the past five years**

	2013 (from July 19)	2014	2015	2016	2017
Number of complaints	131	487	296	586	1 227

**Number of complaints related to online shopping received by the
Customs and Excise Department in the past five years
(by nature of complaints)**

	2013 (from July 19)	2014	2015	2016	2017
False trade descriptions	76	260	215	451	1 188
Misleading omissions	20	56	28	7	2
Bait advertising	10	18	5	0	0
Bait and switch	2	3	1	0	1
Aggressive commercial practices	0	7	0	1	0
Wrongly accepting payment	21	137	45	125	36
Others (e.g. entirely commercial dispute)	2	6	2	2	0

**Number of complaints under the Trade Descriptions Ordinance
related to online shopping received by the Communications Authority
in the past five years**

	2013 (from July 19)	2014	2015	2016	2017
Number of complaints	2	9	8	5	17

**Number of complaints under the Trade Descriptions Ordinance
related to online shopping received by
the Communications Authority in the past five years
(by nature of complaints)**

	2013 (from July 19)	2014	2015	2016	2017
False trade descriptions	1	5	3	4	13
Misleading omissions	1	4	5	3	6
Bait advertising	1	2	0	0	0
Bait and switch	0	0	0	0	0
Aggressive commercial practices	0	0	0	0	0
Wrongly accepting payment	0	0	1	0	1
Others (e.g. out of Trade Descriptions Ordinance purview)	0	1	2	0	0

Note: The number of complaints by nature exceeds the total number of complaints because some complaint cases received by the Communications Authority involve more than one accusation under the Trade Descriptions Ordinance.