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The Straits Times

www.straitstimes.com

Published on Sep 22, 2012

Consumers have to do their homework on sellers

THE newly introduced lemon law is not meant to be a panacea for all consumer woes, and is not expected to solve their predicaments ("...But what if they still don't work?" by Mr Lee Kok Kiang; Thursday).

In a society that encourages entrepreneurship, one cannot always expect the authorities to step in when a commercial deal goes astray, unless the facts support a case of cheating.

The lemon law is meant to address situations where a buyer is sold a "lemon". But there is no guarantee that the seller will be around six months later to repair or replace the defective product.

It is for the consumer to make a judgment call on which retailer to buy from, and to do his homework to check the reputation of the seller.

Vijai Parwani

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