

Consumer Corner

Before You Buy

Product Returns

It is important for you to know that each store sets its own return policy. Before you purchase ask the following questions:

- ◆ Does the store accept returns?
- ◆ Do you have to have a receipt in order to return merchandise?
- ◆ What is the time period for returning merchandise?
- ◆ Do you receive an in-store credit or a cash refund for returned products?
- ◆ Will you be charged a restocking fee for merchandise returned?



Retail Purchases

- ◆ Don't be fooled by ads. If it seems too good to be true, it is.
- ◆ Read, ask questions.
- ◆ Compare the price and brand with other prices in other stores.
- ◆ Insist that all claims, promises and warranties be in writing.
- ◆ Never sign anything you have not read or do not understand. Because you do not have the right to change your mind after you make a major purchase, cool off for at least 24 hours before you purchase the product.
- ◆ Never give anyone one you do not know whether by telephone or in person, your credit card number, bank account number, date of birth or National Insurance Services (NIS) number.

Common Consumer Protection Myths

MYTH: A store has to give you a refund if you request one.

FACT: St. Vincent and the Grenadines does not have laws that specifically regulate refund or return policies. Provided the goods were not misrepresented, each business may set its own return policy.

Consumer Complaints



Do you have a problem with a product you bought and you were not satisfied with the way it was dealt with by the business you bought it from?

Pay us a visit on the Administrative Building and file a complaint. We are the Consumer Affairs Division in the Ministry of Foreign Affairs, Foreign Trade and Consumer Affairs.

Protocol: One should always rise if sitting or lift his/her hand if standing when being introduced or acknowledged in a meeting or a crowd.

Did You Know?

- When an Ambassador from a foreign country accredited to SVG comes to St. Vincent and the Grenadines (SVG) on an official visit, the national flag of that country should be flown on the car pennant of the vehicle carrying the Ambassador!
- At national functions where the national flag of SVG is flown, no other flags should be placed at the right of the SVG flag!
- At official and other functions where the national flag is flown indoors, it must not be touching the floor!

Staff Highlights

Congratulations to:

- ◆ Mr. Mozart Carr on his Marriage.
- ◆ Mrs. Thalia Joyette on her Marriage.
- ◆ Mrs. Karlene Jackson on the birth of her baby boy.
- ◆ Miss Shameika Prince on the birth of her baby girl.
- ◆ Mr. Billy Jeffers for successful completion of Undergraduate studies in Meteorology and Mathematics at the University of the West Indies, Cave hill Campus.

Additions to Staff:

- ◆ Miss Jinelle Adams
- ◆ Mr. Gareth Bynoe
- ◆ Mr. Calvin Clarke
- ◆ Miss Soniet Gilbert
- ◆ Mrs. Janice King

Promotions:

- ◆ Mrs. Sandy Peters Philips from Foreign Service Officer to Deputy Director Foreign policy and Research.
- ◆ Mr. Mozart Carr from Administrative Cadet to Foreign Service Officer.
- ◆ Miss Kathy John from Administrative Cadet to Trade Facilitation Officer.