

Thank you for your information

Your information has been sent to the Council, the Council will deal with you as soon as possible the cases.

Consumers are advised to negotiate with the trader to settle disputes. If the trader fails to address your concern, you are welcome to lodge a complaint with the Consumer Council. The Council resolves disputes between consumers and traders by way of conciliation.

Have you lodged a complaint with the trader?

No

Complainant Information

Name *	Are you a tourist ?	Country / City of residence
Mrs.RIA GANGULY	No	Hong Kong

Mailing Address

Hong Kong Address:

Flat 23, Floor 6TH, Block A, YICK FAT BUILDING, 1048 KING'S ROAD, Quarry Bay, Hong Kong

Daytime Phone	Email Address
53774306	sumitganguly85@gmail.com

Age#

25-34

Trader Information

Trader Name

CALIFORNIA FITNESS

Trader Address (Only for Hong Kong Registered Address)

PARKVALE, 1060 KING'S ROAD, Quarry Bay, Hong Kong

Trader Phone 1

+85228809660

Complaint Case Details

Goods or Services under Complaint	Industry and Category	Description of or Services Type	Nature of Complaint
Service	Recreation/health Clubs	FITNESS TRAINING	Shop Closure

Transaction Date

13-6-2016

Attach Supporting Documents (such as, invoice, contract, bill statements, etc.)

Attachments

RIA_PT.pdf

Invoice/Documents No. (If any)

P.S. Please provide a clear and completed copy of the supporting documents, otherwise, the case may be kept as the Council's record for reference only.

Complaint Summary (no more than 1000 words)

I have registered for 10 Personal Training sessions of 600 HKD. So total I have paid 6000 HKD. But they have given only 4 sessions. So I need total amount of 6000 HKD return back.

Desired Conciliation Outcome

Others : I want 6000 HKD return back.

Consent for Disclosing Personal Data and Documents

I understand that all the information (including the supporting documents and this form) and personal data (except the "Age" and "Monthly Income") supplied by me will only be used for purposes which are directly related to the case concerned. I agree that Consumer Council may transfer the same to the related parties who will be involved in the investigation of the case, including the

party being complained against, relevant Government Departments, related authorities and organizations, as well as other agencies which are authorized to receive information relating to law enforcement, prosecution and review of decisions.

I agree to the disclosure of the information.

Request Direct Reply from the trader?

I agree that Consumer Council asks the trader to reply to me directly in verbal or written form for efficient handling of the case.