

4 SIMPLE TIPS TO PROTECT YOURSELF when purchasing spa, wellness and beauty packages

Look out for the CaseTrust mark

CaseTrust accredited spa, wellness and beauty companies are certified to have consumer-friendly practices.



The CaseTrust mark can usually be found at the store entrance or reception counter.

Keep all documents and ensure they are accurate

Do not discard documents from these companies until you have fully utilised the product, service or prepaid value and check for accuracy. This will ensure you stay protected after the time of purchase.



Ask for an insurance cover note or EZ-Link Trust Card when making your purchase



The insurance cover note is issued by all CaseTrust accredited spa, wellness and beauty companies and compensates customers in the event of insolvency, liquidation and bankruptcy.



The EZ-Link Trust Card is a stored value card issued by CaseTrust accredited spa, wellness and beauty companies. You can request for a refund of the unused prepaid package value in your card.

Report offending merchants

Using aggressive sales tactics to coerce you into entering a contract is a breach of the Consumer Protection (Fair Trading) Act. You can report such merchants to the Consumers Association of Singapore (CASE) at 6100 0315 or www.case.org.sg.



It is also illegal for merchants to hold you against your will. You can call the police at 999 on the spot or after you leave the premises.



To find out more about the Consumer Protection (Fair Trading) Act or CPFTA, visit www.cccs.gov.sg