

FALSE AND MISLEADING CLAIMS BY TRIPLE LIFESTYLE MARKETING PTE. LTD.

CCCS's investigations revealed that TLM:

Falsely claimed that TLM or TLM's products were **accredited** and that Thomson Medical Centre was one of its customers.



Falsely claimed that its water dispenser was **free for a limited time**.



Misled consumers that it would repair or replace faulty water dispensers or provide the change of water filters under its maintenance service package when requested by consumers to do so, or **gave false excuses about its delay or inability to perform such services**.



Accepted payment from consumers for its maintenance service packages which included a 1-year warranty for its water dispenser, when TLM knew or ought to have known, in that period, that **it would not be able to repair or replace faulty water dispensers with functioning units within the warranty period**.



Misled consumers that alkaline and/or filtered water **can prevent or improve the condition of diseases** such as osteoporosis, cancer, diabetes, arthritis, kidney or colonic disorders and psoriasis.



Important Information for Suppliers

- Ensure that claims made about your goods and services and any accreditation claims in relation to your business are clear, accurate and substantiated.
- Do not entice consumers with promotions or offers which are not genuine.
- Do not accept payment from consumers for goods or services if you know or ought to know that the goods or services cannot be provided as agreed.
- Conduct due diligence to verify that any health benefit claims you make are true, accurate and based on credible evidence.

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