



## This is the Festive Season

Are you an attentive consumer?

We are ahead of the delightful festive season, and this is the season where you tend to buy more and more food items, clothes and electrical equipments.

Please be aware of the rights and responsibilities you have as consumers since its more likely that knowingly or unknowingly you get victimized by the deceitful transactions conducted by fraudulent traders.



### Be attentive

- Please pre-plan the things you want to buy from the market.
- Don't be misled by deceitful words, instead purchase your goods only from a reliable shop.
- Always pay your attention to the quality of the item instead of low price.
- Please read the information marked on the carton or label very carefully, pay attention to the date of expiry.
- Obtain a receipt for the items purchased.
- Ask for a guarantee card for the electronic and electrical equipment/accessories that you purchase.
- Inquire whether after sale services are available.
- Inquire whether spare parts can be obtained without any difficulty.
- Follow the instructions given when using the equipment purchased.
- In case of any problem with the item purchased please try to get it rectified by contacting the relevant trader first.
- If it fails please inform the Consumer Affairs Authority as soon as possible. ( within 03 months from purchase)

CAA is always looking after your interests...



**Consumer Affairs authority**  
CWE Secretariat Building, 1,2 Floor, Number 27  
Vauxhall Street Colombo 02  
Ministry of Industry and Commerce



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Are you attentive as consumers?



We are approaching the delightful festive season, and this is the season where you tend to buy more and more food items, clothes and electrical equipments

### Be on alert !

Please enlighten us on your complaints via following telephone numbers.

Head Office - 011 - 3134446-8/ 7755481-3 Fax - 011 - 2399148-9

Western Province	- 0771088914 / 0771088907
Southern Province	- 0771088903
North Central Province	- 0771088907
Northern Province	- 0771088914
Sabaragamuwa Province	- 0771088904
Uva Province	- 0771088895
North Western Province	- 0771088902
Eastern Province	- 0771088899
Central Province	- 0771088905

Web - [www.caa.gov.lk](http://www.caa.gov.lk)  
Email - [caa.office@slt.net.lk](mailto:caa.office@slt.net.lk) / [Chairman@slt.net.lk](mailto:Chairman@slt.net.lk)  
 [www.facebook.com/ConsumerAffairsAuthority](https://www.facebook.com/ConsumerAffairsAuthority)

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