



### Q1 What constitutes a consumer dispute?

A **"Consumer Dispute"** means any dispute arising from the sales of goods or provision of services between consumers and traders.

However, it does not include any civil suit related to investments.

### Q2 To whom should I file a consumer dispute complaint?

- ① Traders
- ② Consumer advocacy groups
- ③ Consumer Service Centers (CSCs) of the local government under which the trader is registered



### Q3 How to make inquiries regarding consumer disputes?

Dial the **1950** Hotline for the local CSC.



### Q4 Can consumer dispute complaints be filed by phone?

Any complaint about a consumer dispute must be submitted in **"Written form"** or **"Online"**.

### Q5 How could senior citizens or those with special challenges file a complaint?

- ① Please visit our Consumer Service Center for assistance in person.
- ② Please request a form to be mailed to you in the event that you cannot visit our Consumer Service Center. Please complete the form, sign it, and return it via FAX or by post.



### Q6 When purchasing goods in physical stores, is it possible to demand unconditional return within 7 days?



Unless otherwise specified, there is no unconditional 7 day return policy for purchases in physical stores. The purchase of defective goods can be annulled or refunded according to civil laws.

Per Article 19 of the **Consumer Protection Act, Communicated Transactions** (e.g. telesales or online shopping) or **Visited Transactions** (e.g. door-to-door sales), can be unconditionally annulled within 7 days of receiving the purchased goods or services.



臺北市政府  
法務局

Department of Legal Affairs Taipei City Government

advertisement



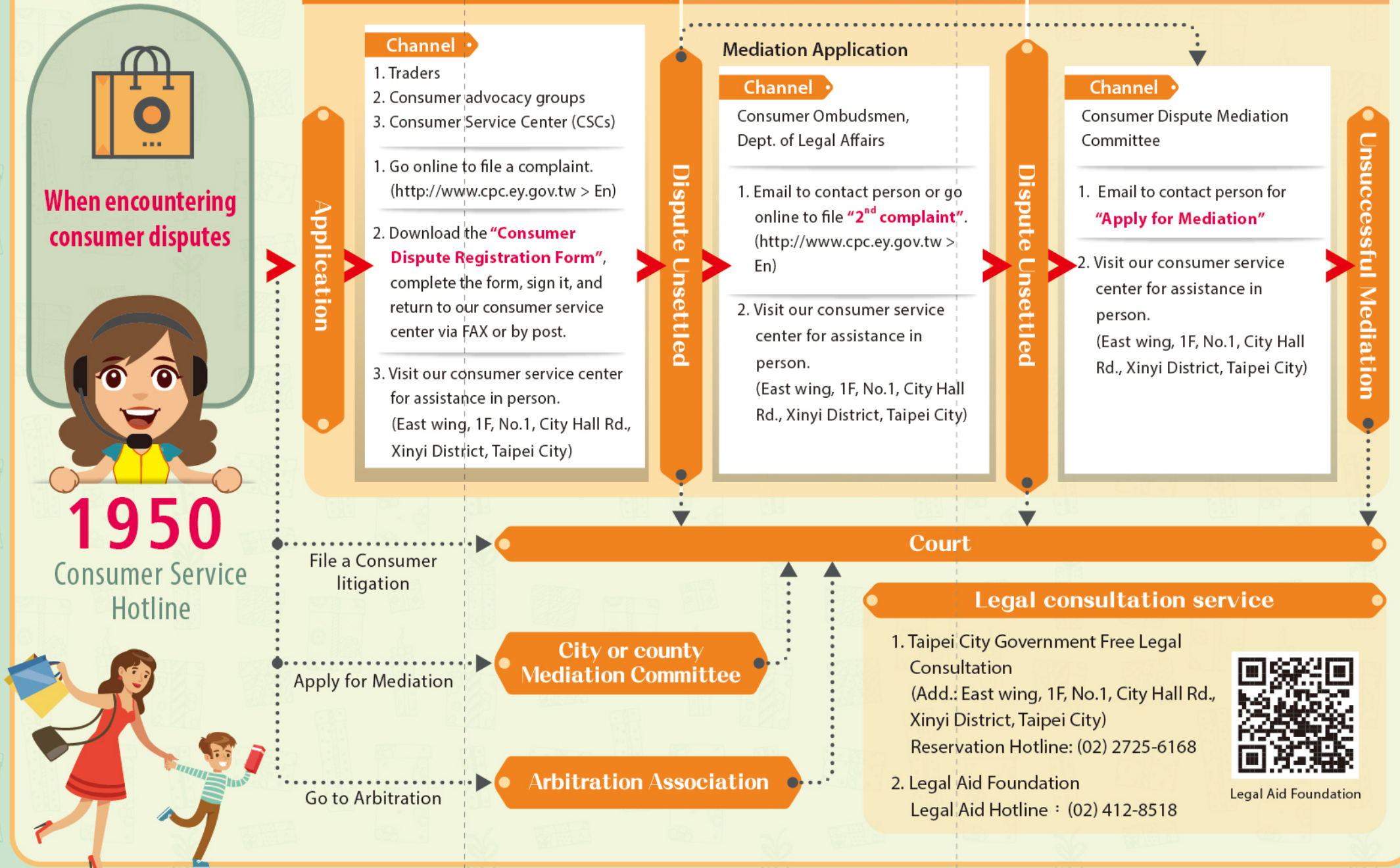
# Consumer Dispute SALE

## What to do when consumer disputes occur?



SHOES

# Taipei City Government Dispute Processing Procedure Flow-chart



# Government Agency Contact Info. for Consumer Protection Inquiry

### Fitness Center

**Government Agency** ▶ Dept. of Sports, Taipei City Government

**Add** ▶ No.10, Sec. 4, Nanjing E. Rd., SongShan Dist., Taipei City 10553

**Tel** ▶ (02)2570-2330, Ext 6426

**Fax** ▶ (02)2578-2176

### Foods, Drugs Safety, and Cosmetics

**Government Agency** ▶ Dept. of Health, Taipei City Government

**Add** ▶ Southeast Wing, 1F, No.1, City Hall Rd., Xinyi District, Taipei City 11008

**Tel** ▶ Foods & Drugs 1999 Ext 7079  
Cosmetics 1999 Ext 7110

**Fax** ▶ (02)2578-2176

### Cram School

**Government Agency** ▶ Dept. of Education, Taipei City Government

**Add** ▶ South Wing, 8F, No.1, City Hall Rd., Xinyi District, Taipei City 11008

**Tel** ▶ 1999 Ext 6425/6428

**Fax** ▶ (02)8192-6038

For international callers, please dial **886-2-2720-8889**

For callers in Taipei City, please dial **1999**

### Real Estate Consumer Dispute

**Government Agency** ▶ Dept. of Land Administration, Taipei City Government

**Add** ▶ North Wing, 4F, No.1, City Hall Rd., Xinyi District, Taipei City 11008

**Tel** ▶ 1999 Ext 7509

### Interior Renovation Dispute

**Government Agency** ▶ Taipei City Construction Management Office

**Add** ▶ South Wing, 2F, No.1, City Hall Rd., Xinyi District, Taipei City 11008

**Tel** ▶ 1999 Ext 8395

**Fax** ▶ (02)2759-5772

### Tourism Entertainment, Hotel & B&B

**Government Agency** ▶ Tourism Bureau, Ministry of Transportation and Communication

**Add** ▶ 9F., No.290, Sec.4, Zhongxiao E. Rd., Da'an District, Taipei City 10694

**Tel** ▶ Tourism Entertainment: (04)2331-2688  
Hotel & B&B: (02)2349-1500 Ext 8521~8525

**Fax** ▶ (02)2773-9297

**Website** ▶ <http://admin.taiwan.net.tw>

### Telecommunication Consumer Dispute

**Government Agency** ▶ National Communications Commission

**Add** ▶ No.50, Sec.1, Renai Rd., Zhongzheng District, Taipei City 10052

**Toll-free Complaint Hotline**

0800201205 (Cable TV)  
0800201207 (Telecommunications)

**Fax** ▶ (02)2343-3994