

UMS don loses (suit)case

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KOTA KINABALU: The Consumer Claims Tribunal dismissed Thursday a claim for RM150 by an Universiti Malaysia Sabah (UMS) law professor from India against a departmental store to compensate for the repair cost of his suitcase.

Tribunal President Yang Zaimie Yang Ghazali before making the decision drew Prof. Nittala Surya Venkata Kameswara Rao and Parkwell Department Store (S) S/B into a negotiation, which failed.

The claimant bought a suitcase at a discounted price of RM119 from the respondent on June 23, 2006. He got to use it for the first time in October when he travelled to India on a Malaysia Airlines flight.

At the airport after arriving, the wheels of the

bag came off. When the airport personnel who came to his aid tried to lift it, the handle broke. The support frame also came off.

"I had to employ labour to carry it for me from place to place. I could only have it repaired when I reached my destination."

But Parkwell in its counterclaim said customers are supposed to check the goods for damages before buying. Even if they have bought the item and later found it to be defective, customers may be allowed a replacement. But they must return the defective item within three days after purchase.

Yang Zaimie concurred, saying the claim had no solid grounds and "so many possibilities". "My decision is based on facts, laws and evidence."