

Complaint Statistics on Health Foods

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	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>1-10/2004</u>
Sales Practices (1)	14	10	13	17
Late/Non-Delivery/Loss	1	1	0	1
Price Dispute	5	2	5	2
Poor Quality Of Goods	20	35	19	26
Quantity	1	1	0	2
Suspected Fake Goods	3	2	2	0
Suspected Unsafe Product (2)	7	6	6	7
Wrong-Model	1	0	1	0
Misleading Advertisement	4	3	3	4
Others	13	34	49	34
Total	69	94	98	93

NOTES:

(1) This group includes complaints about false/misleading representation, unclear labelling or product description, coercive selling tactics, empty packing etc.

(2) This group includes products which are suspected by consumers to produce undesirable effects after consuming.