

ACT COMMISSIONER FOR FAIR TRADING PUBLIC WARNING NOTICE

DSJB Group Pty Ltd ACN 655 897 359 (**DSJB Group**) trading within the ACT for the conduct of roof repair and maintenance services has allegedly accepted deposits between \$1,375 and \$49,000 to the approximate value of 50 to 70 per cent of the total quote value and have failed to supply those services either within the period specified by DSJB Group or within a reasonable time.

Allegedly, when consumers have sought a refund on several occasions, DSJB Group has agreed to provide the refund and has not provided the refund as promised.

Following consumer complaints received by Access Canberra, I have reasonable grounds to suspect that the conduct of DSJB Group may constitute a contravention of sections 18, 36(1), 36(4)(a) and 36(4)(b), in Chapters 2 and 3 of the Australian Consumer Law (**ACL**) contained in Schedule 2 of the *Competition and Consumer Act 2010* (Cth), as applied in the ACT by section 7 of the *Fair Trading (Australian Consumer Law) Act 1992* (ACT).

I am satisfied that one or more persons has suffered detriment as a result of the alleged conduct and that it is in the public interest to issue this public warning notice.

I issue this public warning notice using my powers under section 223 of the ACL and warn the public about the alleged conduct of DSJB Group mentioned above.

If consumers have any complaints in relation to DSJB Group's alleged compliance with the ACL in the ACT they should contact Access Canberra.



Derise Cubin
ACT Commissioner for Fair Trading
19 September 2022