

## Public Warning Notice

Issued under section 223 of the *Australian Consumer Law (SA)*

and section 48 of the *Fair Trading Act 1987 (SA)*

### Sam Branco trading as Mates Rates Shutters and Blinds

The Acting Commissioner for Consumer Affairs is issuing a public warning notice to warn consumers not to deal with a trader by the name of Sam Branco trading as Mates Rates Shutters and Blinds.

Consumer and Business Services (**CBS**) have received a number of complaints from consumers who have had dealings with Sam Branco and Mates Rates Shutters and Blinds.

It is alleged that Sam Branco and Mates Rates Shutters and Blinds has on a number of occasions:

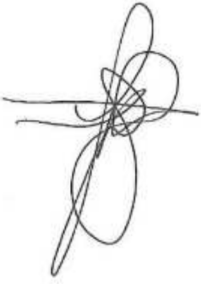
1. accepted payment for services and has failed to supply all the services within a reasonable time frame in breach of section 158 (7) of the *Australian Consumer Law (SA)* (**the ACL**);
2. entered into unsolicited consumer agreements with consumers without providing them with information as to their rights to terminate the agreement in contravention of section 173 of the ACL.
3. failed to ensure the unsolicited consumer agreements entered into complied with the statutory requirements in the ACL in contravention of section 175 of the ACL.
4. accepted payments in connection with the goods or services to be supplied under an unsolicited consumer agreement during the period of 10 business days, in contravention of section 179 of the ACL.
5. carried on a business in South Australia whilst not being licensed under the *Building Work Contractors Act 1995 (SA)* (**BWCA**).

The Commissioner is warning the public about the alleged conduct as the Commissioner:

1. has reasonable grounds to suspect that the conduct may constitute contraventions Chapter 4, of the ACL and section 6(1) of the BWCA;
2. is satisfied that one or more persons have suffered, or is likely to suffer detriment as a result of the alleged conduct; and
3. is satisfied that it is in the public interest to issue a public warning notice.

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If anyone has concerns about their dealings with Sam Branco trading as Mates Rates Shutters and Blinds, they should contact CBS on 131 882.

A handwritten signature in black ink, consisting of several overlapping loops and a horizontal line extending to the left.

**A/Commissioner for Consumer Affairs**

**Dated: 26 June 2024**

**OFFICIAL**