بسب إبندالزم الزخيم



Consumer Ombudsman's Office Ministry of Economic Development Male' Maldives



Number: 2022/CO-D/01

DECISION

Complaint Number: 2022/CO-RC/02

Type of Complaint: Non delivery of goods

Complainant: Deidre Ilette Madelein Groeneald / South Africa

(PP No:A09695297)

Respondant: Ooredoo Maldives Plc

(Registry Number: C-633/2004)

Date of Submission: 17th August 2022

Date of Registration: 13th September 2022

Date of Decision: 16th October 2022

Complaint

This is a Complaint submitted by Ms. Deidre Ilette Madelein Groeneald (PP No: A09695297) (heinafter refereed to as "The Complainant") against Ooredoo Maldives Plc (heirinafter refered to as "the respondant") claiming refunds under Law No: 12/2020 (Consumer Protection Act), due to failure to supply of purchase of Bose Quite Comfort Ear Buds made by the complainant throught the Ooredoo Maldives Plc's business plateform 'Moolee'. The Respondant in this Complaint is Ooredoo Maldives Plc. The Consumer Ombudsman's office have investigated this complaint under Section 55 of Law No: 12/2020 (Consumer Protection Act).

Decision

With reference to the response submitted to the complaint by the Respondant, stating that the refund has been provided to the Complainant, and with refrence to the document



sent by the Complainant, stating that the Complainant has received the refund money and the issue has been settled, the case is therefore closed without further action.