



national consumer agency
gníomhaireacht náisiúnta tomhaltóirí

putting consumers first

Consumer Protection List

1st July 2013 to 31st December 2013

1. Convictions

Number of Convictions : 1

Consumer Protection Act, 2007 (Section 43 (1) and Section 43 (3)(b)(vii)) – relating to the provision of false information in relation to a vehicle's odometer reading

- Mr. Nigel Brophy, trading at Service Point Autos, Eurohaul Centre, Greenhills Road, Tallaght, Dublin 24

A Compensation order of €3,500 was granted in favour of the consumer. Costs were secured by the National Consumer Agency.

2. Compliance Notices issued by the Agency

(as provided for by Section 75 of the Consumer Protection Act, 2007)

Total number of Compliance Notices issued: 16

Traders who did not provide contact e-mail addresses on their websites, in contravention of Regulation 7(1)(c) of S.I. No. 68 of 2003 - European Communities (Directive 2000/31/EC) Regulations 2003 - Number of Compliance Notices issued : 2

- Aer Lingus Limited, Dublin Airport, Co. Dublin
- Ryanair Limited, Dublin Airport, Co. Dublin

Traders who charged more for consumer goods than the price displayed, in contravention of Sections 42 and 43 of the Consumer Protection Act, 2007 - Number of Compliance Notices issued : 14

(Traders listed alphabetically by County)

- AIM Retail Holdings Limited, trading at “Iceland, Bargaintown Centre, Green Castle Parade, Coolock, Dublin 5”
- AJ Stores Limited, trading at “Centra, Unit 1 Killinarden Shopping Centre, Killinarden, Tallaght, Dublin 24”
- A.S. Watson (Health & Beauty Ireland) Limited, trading at “Superdrug, The Square Shopping Centre, Dublin 24”
- Barry’s Northern Cross Retail Company Limited, trading at “Eurospar, Northern Cross Shopping Centre, Malahide Road, Dublin 17”
- Messrs. Bill Kiely, Eamonn Mulligan, Derek Plant, Alan Sweetman, trading at “Costcutter, 3 Castlekeep, Balrothery, Co. Dublin “
- Mothercare Ireland Limited, trading at “Mothercare, The Park, Carrickmines, Dublin 18”
- Mr. Gerard Farrelly, trading at “Spar, 131 Upper Leeson Street, Dublin 4”
- Joyce’s Supermarket (Tuam), trading at “Joyce’s Supermarket, Tuam Shopping Centre, Tuam, Co. Galway”
- Tesco Ireland Limited, trading at “Tesco, Galway Shopping Centre, Galway”
- Tesco Ireland Limited, trading at “ Tesco, Killarney Park, Killarney, Co Kerry”
- Derek Downes Spar Greenpark, trading at “Spar, Greenpark Shopping Centre, Punches Cross, Ballinacurra, Limerick”
- Derfal Limited, trading at “Gulf Oil/Mace, Castlebar Road, Ballinrobe, Co. Mayo
- Tesco Ireland Limited, trading at “Tesco, Tullamore Retail Park, Tullamore, Co. Offaly”
- Tesco Ireland Limited, trading at “Tesco, Ashe Road, Mullingar, Co. Westmeath”

3. Fixed Payment Notices

(as provided for by Section 85 of the Consumer Protection Act, 2007)

Total Number of Fixed Payment Notices (FPNs) Issued: 44

Traders in breach of the EC (Requirement to Indicate Product Prices) Regulations, 2002 – Number of FPNs issued : 42

(Traders listed alphabetically by County)

- Musgrave Operating Partners Ireland, trading at “Superquinn, Kennedy Road, Carlow” **(Total Fixed Payment Notices Issued: 2)**
- Tesco Ireland Limited, trading at “Tesco, Ennis Road, Kilrush, Co. Clare”
- Drinagh Sales Limited, trading at “Drinagh Co-Operative, Drinagh, Co. Cork” **(Total Fixed Payment Notices Issued: 2)**
- Edward and Claire Ryan, trading at “Ryan’s The Village Grocer, Main Street, Durrus, Co. Cork”
- AJ Stores Limited, trading at “Centra, Unit 1, Killinarden Shopping Centre, Killinarden, Tallaght, Dublin 24”
- Ard Services Limited, trading at “Topaz Service Station, Hartstown Road, Clonsilla, Dublin 15”
- Arun Kumar and Rajan Chandi, trading at “Mace Maxol, Beach Road, Sandymount, Dublin 4” **(Total Fixed Payment Notices Issued: 2)**
- Fallon & Byrne Limited, trading at “Fallon & Byrne, 11-17 Exchequer Street, Dublin 2” **(Total Fixed Payment Notices Issued: 2)**
- Grafton Group Public Limited Company, trading at “Woodies, Slaney Road, Glasnevin, Dublin 9”
- Griffin Parkwest Limited, trading at “Londis, 1&2 Sentennial Building, Adamstown, Dublin 22”
- Halfords Limited, trading at “Halfords, Malahide Road, Dublin 17”
- Helgian Limited, trading at “Supervalu, 7 Lorcan Avenue, Santry, Dublin 9” **(Total Fixed Payment Notices Issued: 2)**
- John Ormsby, trading at “Ormsby’s Newsagents, 407 North Circular Road, Dublin 7”
- LCML Limited, trading at “Eurospar, 625-627 South Circular Road, Kilmainham, Dublin 8”
- Messrs. Bill Kiely, Eamonn Mulligan, Derek Plant, Alan Sweetman, trading at “Costcutter, 3 Castlekeep, Balrothery, Co. Dublin”
- Mr. Anthony Martin Carey, trading at “Carey’s, Main Street, Lucan, Co. Dublin”

- Mr. Kevin Farrelly, trading at “Spar, Waterville Shopping Centre, Blanchardstown, Dublin 15”
 - Nova Aroma Food Limited, trading at “Nova Aroma Food, Crag Crescent, Clondalkin Industrial Estate, Dublin 22”
 - Petrogas Group Limited, trading at “Applegreen, 90 Tyrconnell Road, Inchicore, Dublin 8”
 - Raps Limited, trading at “Spar, 239 Swords Road, Santry, Dublin 9”
 - Stefcó Limited, trading at “Spar, Talbot Street, Dublin 1”
 - Tesco Ireland Limited, trading at “Tesco Express, St. Agnes Road, Crumlin Village, Dublin 12”
 - Tesco Ireland Limited, trading at “Tesco, Millfield Shopping Centre, Balbriggan, Co. Dublin” (***Total Fixed Payment Notices Issued: 2***)
 - Joyces’s Supermarket (Tuam), trading at “Joyces Supermarket, Tuam Shopping Centre, Tuam, Co. Galway” (***Total Fixed Payment Notices Issued: 2***)
 - Tesco Ireland Limited, trading at “Tesco Extra, Monread Shopping Centre, Naas, Co. Kildare”
 - CD One Limited, trading at “Carraig Donn, Crescent Shopping Centre, Dooradoyle, Limerick”
 - DPL Group Limited, trading at “DPL, Donore Road, Drogheda, Co. Louth” (***Total Fixed Payment Notices Issued: 2***)
 - Derval Limited, trading at “Gulf Oil/Mace, Castlebar Road, Ballinrobe, Co. Mayo
 - A. O’Gorman & Company Limited, trading at “O’Gormans Supervalu, Market Square Shopping Centre, Carrickmacross, Co. Monaghan” (***Total Fixed Payment Notices Issued: 2***)
 - Tesco Ireland Limited, trading at “Tesco, Tullamore Retail Park, Tullamore, Co. Offaly” (***Total Fixed Payment Notices Issued: 2***)
 - John Duffy (Supermarket) Limited, trading at “Duffy’s Supervalu, Main Street, Ballaghaderreen, Co. Roscommon”
 - Dunnes Stores, trading at “Dunnes Stores, Harbour Place Shopping Centre, Mullingar, Co. Westmeath”
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Traders in breach of the Retail Price (Beverages in Licensed Premises) Display Order, 1999 – Number of FPNs issued: 2

- Mr. Patsy Gillespie, trading at “Phil Hegarty’s, Main Street, Buncrana, Co. Donegal”
- Quinn Hospitality Ireland Operations 2 Limited, trading at “Quinns Bar, 42/44 Lower Drumcondra Road, Dublin 9”