

**SIC ordered
TO RETURN THE MONEY**
paid for a tourist package

The Superintendence of Industry and Commerce, in its role as National Authority for Consumer Protection resolute that AGENCIA DE VIAJES Y TURISMO FALABELLA SAS, violated the consumer rights, protected by Law 1480 of 2011, and ordered to comply with the return of the money paid for a Discover Europe 2X tourist package.



**Administrative Investigation
against MATTEL COLOMBIA S.A.**



The Superintendence of Industry and Commerce, in its role as National Authority for Consumer Protection, initiated an administrative investigation against MATTEL COLOMBIA SA, for the alleged breach of consumer protection regulations, specifically related to the duty to guarantee the safety of the products and report the risks associated with them, as well as to establish additional conditions to those indicated in the law to enforce the rights of consumers.

This SIC became aware of the product safety issues of this item, due to the alert published by the Consumer Product Safety Commission (CPSC) of United States of America, entitled “Fisher-Price recalls Rock 'n Play Sleeper rocking chairs due to reports of deaths”.



During February 2021, a series of four webinars organized by ICPEN were carried out. The SIC organized one of these webinars.

The webinar wanted to raise awareness about consumer education and its fundamental roll with respect to making good choices. In fact, some of the benefits discussed during the webinar were:

- (i) Consumer empowerment to demand their rights directly to the industry,
- (ii) Consumer awareness about deceptive practices which prevents harm,
- (iii) The conclusion to decide for fair and effective alternative dispute resolution methods, among others.

This webinar intended to share best practices into finding effective consumer protection, especially in the context of digital economy.



FRAUD PREVENTION MONTH

CAMPAIGN:

"Misleading Environmental Claims"

For this year, the Superintendence of Industry and Commerce of Colombia, acting as a coordinator to the Fraud Prevention Month, has developed an education campaign on the topic "Misleading Environmental Claims".



The objective is that consumers educate themselves and become aware of what they should consider when they face advertising with proclaims of environmental benefits. Regarding businessmen, the campaign should make them aware of their responsibility when making proclaims or advertising a message that attributes environmental benefits to goods and services that they make available to consumers.

The campaign will be launched on March 15th, 2021 to commemorate the World Consumer Rights Day. We invite everyone to use the hashtag #ConsumerWhoKnows to celebrate this important date.

