



CONSUMER AFFAIRS COMMISSION

An Agency of the Ministry of Industry, Investment and Commerce
Protecting Your Rights, Securing Our Future

“Bad Gas”: How to file a complaint

Pursuant to its legal mandate, the **Consumer Affairs Commission (CAC)** continues to investigate complaints relating to **“bad gas”** with a view to seeking redress under the Consumer Protection Act from the persons/entities responsible.

In this regard, the CAC is reminding affected consumers who have purchased petrol within **the last sixty (60) days**, to provide the following:

1. Name, address and telephone numbers.
2. Detailed report from mechanic or dealer outlining the problem and corrective action taken.
3. Receipt of petrol purchased or if unavailable, provide date and place of purchase.
4. Photographs of work carried out and affected parts if available.
5. Receipt of parts purchased, repairs and any other related costs, e.g. wrecker fees.
6. Any other helpful information.

While investigations are ongoing, the Commission is urging all affected consumers to register their complaints as soon as possible, accompanied with the relevant documentation.

For more information, kindly contact the:

Consumer Affairs Commission

34 Trafalgar Road, Kingston 10

or

30-34 Market Street, Montego Bay, St James

or

23 Caledonia Road, Mandeville, Manchester

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