



28 March

**High Court finds Fair Trading Act 1986 (FTA) breaches by Viagogo**

The Court found that ticket reseller Viagogo had breached the FTA through its:

- representations of tickets being guaranteed, scarce, and in demand, and of itself as an official seller;
- late disclosure of fees; and
- inadequate disclosure of its status as a resale platform.

The governing law term in Viagogo's T&Cs, which required disputes to be governed by Swiss law and resolved by the courts of Geneva, was also ruled an unfair contract term. Viagogo has appealed the judgment.



11 April

**Right to Repair Bill introduced to Parliament**

The Consumer Guarantees (Right to Repair) Amendment Bill, a member's bill introduced by Hon Marama Davidson, was drawn from the ballot and introduced to Parliament. The Bill would expand consumer guarantees regarding information, repairs and spare parts, with the aim of extending the lifetime of goods. The Bill is still awaiting its first reading.

[read more...](#)

24 June

**Pyramid scheme promoter penalised with record FTA fine**

Lion's Share pyramid scheme promoter and self-described "biggest scammer out there" Shelly Cullen was ordered by the District Court to pay a record FTA criminal fine of \$600,000, plus a penalty of just over \$5.3m to reflect the commercial gain generated by Lion's Share.



30 July

**Commerce Commission (NZCC) updates Enforcement Response Guidelines**

The NZCC has updated their Enforcement Response Guidelines to better reflect their evolving approach to enforcement. The previous guidelines had not been updated since 2013. The updated guidelines highlight the importance the NZCC places on self-reporting and overall collaboration.

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22 August

**Milkio Foods fined for misleading 'pure New Zealand' claims**

Milkio Foods was fined \$420,000 by the District Court after pleading guilty to 15 FTA breaches in relation to misleading representations such as '100 percent pure New Zealand', and the use of the FernMark label, on ghee produced from imported ingredients.



31 August

**Grocery unit pricing requirements come into force**

Requirements for certain grocery retailers to display unit pricing clearly, legibly, and at no less than 25% of the size of the marked price came into force for physical stores, with online stores having another year to comply.



16 September

**Gift card expiry rules passed into law**

The Fair Trading (Gift Card Expiry) Amendment Act 2024 requires that gift card expiry dates are no less than three years after the sale of the gift card, and are prominently displayed on the card, from March 2026.



29 October

**Dick Smith warned over opt-out online shopping subscription**

The NZCC issued a warning letter to Dick Smith over its practice of automatically adding a free trial of its FIRST membership subscription to shopper's carts, which would result in the customer being charged if they did not unsubscribe before the end of the 14-day trial.



14 November

**NZCC files criminal charges over One NZ's mobile coverage claims**

After issuing a 'Stop Now' letter in May 2023 in relation to One NZ's allegedly misleading "100% mobile coverage" claims, the NZCC announced that it was taking legal action under the FTA.



3 December

**NZCC challenges GST-exclusive utility bundle pricing**

The NZCC flagged its concerns over Contact and Nova's bundled energy and broadband services advertising GST-exclusive energy prices alongside GST-inclusive broadband prices on the basis that it considers the approach does not meet the expectations set out in the NZCC's Bundling Guidelines for energy and telecommunications.

**On the horizon for the new year****Select Committee to consider Customer and Product Data Bill**

The Bill, which received unanimous support at its First Reading, would establish a statutory 'consumer data right' (CDR) to require data holders to share information held about customers and products. The Government's intention is for the CDR to be first rolled out in the banking and electricity sectors, with work underway on developing the policy settings for both sectors. The Select Committee's report is due 23 January 2025.

[read more...](#)**NZCC to focus attention on online sellers and telcos**

The NZCC's 2024/25 Enforcement and Compliance priorities signal that the year ahead will involve increased scrutiny of illegal online sales conduct (including fake reviews, misleading scarcity claims and social proof sales tactics, drip pricing and subscription traps), and telecommunications sector marketing, sales and billing practices.

**Any questions? Talk to one of our experts****Joe Edwards**

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