



national consumer agency  
gníomhaireacht náisiúnta tomhaltóirí

putting consumers first

## **Consumer Protection List**

**1<sup>st</sup> May 2012 to 31<sup>st</sup> December 2012**

## **1. Undertakings obtained by the Agency**

**(Section 73 of the Consumer Protection Act, 2007)**

**Number of Undertakings received: 1**

**Following an investigation into the terms included in standard form contracts being used by operators in the domestic waste collection sector, the Agency was of the view that various terms were unfair. An undertaking was received from the operator below to address issues arising :**

- **Greyhound Household**

Undertaking provided on the 19<sup>th</sup> December, 2012 by Greyhound Household, Crag Avenue, Clondalkin Industrial Estate, Dublin 22

## **2. Compliance Notices issued by the Agency (Section 75 of the Consumer Protection Act, 2007)**

**Number of Compliance Notices issued: 31**

**Traders who charged more for consumer goods than the price displayed, in contravention of Sections 42 and 43 of the Consumer Protection Act, 2007**

- Fraser Oil Ltd., trading at “Great Gas/Londis, Thomas Traynor Road, Tullow, Co. Carlow”
- Musgrave Operating Partners Ltd., trading at “Superquinn, Kennedy Road, Carlow, Co. Carlow”
- Market Hardware Ltd., trading at “Market Hardware, Quin Road Business Park, Ennis, Co. Clare”
- Crimdale Developments Ltd., trading at “Super Valu, Hollyhill, Cork, Co. Cork”
- Murphy’s Stores (Berehaven) Ltd., trading at “Murphy’s Super Valu, The Bridge, Castletownbere, Co. Cork”
- George Sweeney Ltd., trading at “Sweeney’s Spar Express, Ballyraine, Letterkenny, Co. Donegal”
- Messrs John and Edward Glennon, trading at “Eurospar, Skerries Point, Kelly’s Bay, Skerries, Co. Dublin”

- Messrs John and Edward Glennon, trading at “Eurospar Rush, Main Street, Rush, Co. Dublin”
- Oxtron Ltd., trading at “Kane’s Supervalu, Unit 5 Donabate Shopping Centre, Main Street, Donabate, Co. Dublin”
- Tesco Ireland Ltd., trading at “Tesco Express, 40/41 Lower Camden Street, Dublin 2”
- Mr Gerard Farrelly, trading at “Spar, 131 Upper Leeson Street, Dublin 4”
- Oxtron Ltd., trading at “Super Valu, Raheny Shopping Centre, Howth Road, Raheny, Dublin 5”
- Myers Supermarket (Santry) Ltd., trading at “Myers Centra, Coolock Lane, Santry, Dublin 9”
- Woodie’s DIY (Irl) Ltd., trading at “Woodie’s, Slaney Road, Glasnevin, Dublin 9”
- Tesco Ireland Ltd., trading at “Tesco, Dundrum Shopping Centre, Dublin 16”
- Halfords Ltd., trading at “Halfords, Unit 5, Westend Retail Park, Blanchardstown, Dublin 15”
- Mr. Kevin Farrelly, trading at “Spar Waterville, Waterville Shopping Centre, Blanchardstown, Dublin 15”
- Fresh Opportunities Ltd., trading at “Eurospar, Northern Cross, Malahide Road, Dublin 17”  
*(Total Compliance Notices Issued: 2)*
- Ladgrove Stores Ltd., trading at “Moriarty’s Supervalu, Palmerstown Centre, Kennelsfort Road, Dublin 20”
- Mr. Ronald O’Brien, trading at “O’Brien’s Mace, 40 Manor Road, Palmerstown, Dublin 20”
- LIDL Ireland GmbH, trading at “Lidl, Main Street Tallaght, Dublin 24”
- Ridge Trading Ltd., trading at “Super Valu, Firhouse Shopping Centre, Firhouse, Dublin 24”
- Joyce’s Supermarket (Tuam) Ltd., trading at “Joyce’s Supermarket, Tuam Shopping Centre, Tuam, Co. Galway”
- Eats of Eden Ltd., trading at “Eats of Eden, Thomas Street, Limerick, Co. Limerick”
- Courtline Services Ltd., trading at “Mace, Drogheda Street, Collon, Co. Louth”
- Mr. Sean Mulroy, trading at “Londis/Golden Mile Service Station, Breaffy Road, Castlebar, Co. Mayo”
- R.A. Retail Ltd., trading at “Kelly’s Filling Station, Ballinagar, Co. Offaly”
- Eden Décor Centre Ltd., trading at “Eden Décor, O’Connell Square, Edenderry, Co. Offaly”

- Mr. James Buckley, trading at “Buckleys Super Valu, Austin Friar’s Street, Mullingar, Co. Westmeath”
- Lidl Ireland GmbH, trading at “Lidl, Cranmore Road, Sligo, Co Sligo”

### **3. Fixed Payment Notices (Section 85 of the Consumer Protection Act, 2007)**

**Number of Fixed Payment Notices Issued: 54**

#### **Traders in breach of the EC (Requirement to Indicate Product Prices) Regulations, 2002**

- Fraser Oil Ltd., trading at “Great Gas/Londis, Thomas Traynor Road, Tullow, Co. Carlow”
- Musgrave Operating Partners Ltd., trading at “Superquinn, Kennedy Road, Carlow, Co. Carlow” (*Total Fixed Payment Notices Issued: 2*)
- B.V. Retail Too Ltd., trading at “Queally’s Super Valu, Convent Hill, Killaloe, Co. Clare”
- Market Hardware Ltd., trading at “Market Hardware, Quin Road Business Park, Ennis, Co. Clare”
- Drinagh Sales Ltd., trading at “Drinagh Co-Op, Drinagh, Co. Cork” (*Total Fixed Payment Notices Issued: 2*)
- Drinagh Sales Ltd., trading at “James Lyons Hardware, The Square, Bantry, Co. Cork”
- Crimdale Developments Ltd., trading at “Super Valu, Hollyhill, Cork” (*Total Fixed Payment Notices Issued: 2*)
- Mr Paddy McDonnell, Unit 4, The English Market, Cork, Co. Cork
- George Sweeney Ltd., trading at “Sweeney’s Spar Express, Ballyraine, Letterkenny, Co. Donegal”
- Musgrave Operating Partners Ltd., trading at “Superquinn, The Pavillions, Malahide Road, Swords, Co. Dublin”
- Messrs. John and Edward Glennon, trading at “Eurospar Skerries, Anchor Unit, Skerries Point, Kelly’s Bay, Co. Dublin”
- Brockvale Ltd., trading at “Stephen Street News, 39 Lower Stephens Street, Dublin 2”
- Fallon & Byrne Ltd., trading at “Fallon & Byrne, 11-17 Exchequer Street, Dublin 2”

- Donnybrook Fair Ltd., trading at “Donnybrook Fair, 89 Morehampton Road, Donnybrook, Dublin 4”
- Arun Kumar and Rajan Chandi, trading at “Mace Maxol, Beach Road, Sandymount, Dublin 4”
- Oxtron Ltd., trading at “Super Valu, Howth Road, Raheny, Dublin 5” (***Total Fixed Payment Notices Issued: 2***)
- D B Kavanagh Ltd., trading at “AM/ PM, 15 Harolds Cross, Dublin 6” (***Total Fixed Payment Notices Issued: 2***)
- Myers Supermarket (Santry) Ltd., trading at “Myers Centra, Coolock Lane, Santry, Dublin 9”
- John and Edward Glennon, trading at “Eurospar, Gullivers Retail Park, Northwood, Santry, Dublin 9” (***Total Fixed Payment Notices Issued: 2***)
- Tesco Ireland Ltd., trading at “Tesco, Dundrum Shopping Centre, Dublin 16” (***Total Fixed Payment Notices Issued: 2***)
- Halfords Ltd., trading at “Halfords, Unit 5, Westend Retail Park, Blanchardstown, Dublin 15” (***Total Fixed Payment Notices Issued: 2***)
- Aylwyn Investments Ltd., trading at “The Body Shop, Level 2 Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16”
- Fresh Opportunities Ltd., trading at “Eurospar, Northern Cross Shopping Centre, Malahide Road, Dublin 17”
- Mr. Robert Murphy, trading at “Bobs Mini Market, Unit 4, Darndale/Belcamp Village Centre, Coolock, Dublin 17”
- Mr. Ronald O’Brien, trading at “O’Brien’s Mace, 40 Manor Road, Palmerstown, Dublin 20”
- Ladgrove Stores Ltd., trading at “Moriarty’s Supervalu, Palmerstown Centre, Kennelsfort Road, Dublin 20”
- LIDL Ireland GmbH, trading at “Lidl, Main Street, Tallaght, Dublin 24”
- Joyce’s Supermarket (Tuam) Ltd., trading at “Joyce’s Supermarket, Tuam Shopping Centre, Tuam, Co. Galway” (***Total Fixed Payment Notices Issued: 2***)
- Poundland Ltd., trading at “Dealz, 67-68 High Street, Killarney, Co. Kerry”
- Vincere Ltd., trading at “Texaco, Athlone Road, Longford, Co. Longford”
- Kanes Autos Ltd., trading at “Kanes Autos, Longford Road, Edgeworthstown, Co. Longford”
- Watchhouse Cross Stores Ltd., trading at “Eurospar, Watchhouse Cross, Parteen Road, Limerick, Co. Limerick” (***Total Fixed Payment Notices Issued: 2***)
- Marks & Spencer (Ireland) Ltd., trading at “Marks & Spencer, Lawrence Town Centre, Drogheda, Co. Louth”

- D.P.L. Group Ltd., trading at “D.P.L. Hardware, Donore Road, Drogheda, Co. Louth”
- D.P.L. Group Ltd., trading at “D.P.L. Hardware, The Ramparts, Dundalk, Co. Louth”
- Mr. Sean Mulroy, trading at “Londis/Barcastle Service Station, Moneen, Castlebar, Co. Mayo”
- Mr. Sean Mulroy, trading at “Londis/Golden Mile Service Station, Breaffy Road, Castlebar, Co. Mayo”
- Derval Ltd., trading at “Gulf Oil, Castlebar Road, Ballinrobe, Co. Mayo”
- TJC Happy Events Ltd., trading at “Mr. Price, High Street, Tullamore, Co. Offaly”
- C.H. Kane Ltd., trading at “Super Valu, Lord Edward Street, Ballymote, Co. Sligo”
- Mr. Thomas Jones, trading at “Redbridge Auto Stop, Newrath, Waterford”
- Tesco Ireland Ltd., trading at “Tesco, Ashe Road, Mullingar, Co. Westmeath” (***Total Fixed Payment Notices Issued: 2***)
- QCSG Ltd., trading at “Byrnes Bookstore and World of Wonder, 2 Court Street, Enniscorthy, Co. Wexford”