



## **PUBLIC WARNING NOTICE**



I, Nicole Rich, the Director of Consumer Affairs Victoria issue this public warning notice under section 228 of the *Australian Consumer Law and Fair Trading Act 2012* (ACLFTA), in respect of Sam the Man Group Pty Ltd (ACN 650 823 537) trading as Sam the Man Car Care (Sam the Man).

Sam the Man is a full-service mobile car detailing and car wash that operates in Footscray, Victoria, with consumers engaging their services via the website [www.samthemanccarcare.com.au](http://www.samthemanccarcare.com.au) and via Sam the Man's Facebook page.

I believe that issuing a statutory public warning notice is in the public interest given the high level of recent contacts received by Consumer Affairs Victoria (CAV) in relation to Sam the Man, and the concerning level of consumer detriment evident in these contacts.

Since August 2022, CAV has received 35 consumer contacts against Sam the Man. These contacts include allegations that Sam the Man:

- made false or misleading representations as to the price of his services, increasing the initial quote provided and agreed to between Sam the Man and consumers;
- asserted a right to payment for unsolicited services that consumers did not agree for Sam the Man to complete;
- failed to carry out services within the agreed upon time or within a reasonable period of time; and
- returned consumers' vehicles with further damage, while the vehicle remained in Sam the Man's possession;
- on three known occasions, failed to return the car to consumers.

Given the serious nature of the issues raised, I urge consumers to be cautious when dealing with Sam the Man Car Care.

If you have had a negative experience as a customer of Sam the Man Car Care, [contact us](#) for further information or advice.

DATED 16 January 2024



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**Nicole Rich**  
Director, Consumer Affairs Victoria