



Department of Government Services

Consumer Affairs Victoria

www.consumer.vic.gov.au

Our ref: DG/21/13787

PUBLIC WARNING NOTICE



I, Nicole Rich, the Director of Consumer Affairs Victoria issue this public warning notice under section 223 of the Australian Consumer Law [Victoria] (**ACL**) and section 228 of the *Australian Consumer Law and Fair Trading Act 2012* (**ACLFTA**), in respect of Shashi International Pty Ltd trading as CBD Movers (ACN 139 679 100) (**CBD Movers**).

CBD Movers is a Melbourne-based furniture removalist that operates nationally, with consumers engaging their services via the website, www.cbdmovers.com.au.

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 CBD Movers, and the concerning level of consumer detriment evident in these contacts.

In September 2023, CBD Movers responded to CAV regarding the consumer complaints CAV received throughout 2023. These contacts include allegations that CBD Movers:

- Failed to exercise due care and skill when handling consumers' personal belongings;
- Failed to accept liability for damage they caused to consumers' belongings, shifting the blame for the damage on to the consumer;
- Failed to provide services as agreed, such as using inadequately sized vehicles;
- Failed to attend jobs on time as arranged;
- Incorrectly charged consumers above the hours worked;
- Used staff who engaged with consumers in an unprofessional manner; and
- Did not respond to consumer complaints or failed to adequately deal with their complaints.

I have decided to issue this notice as:

1. I have reasonable grounds to suspect that the conduct of CBD Movers described above may constitute a contravention of a provision of Chapter 3 or 4 of the ACL; and
2. I am satisfied that one or more other persons has suffered, or is likely to suffer detriment as a result of the conduct; and
3. I am satisfied that it is in the public interest to issue this public warning notice.

Given the number and serious nature of the issues raised, I urge consumers to be cautious when dealing with CBD Movers for their services.

If you have any concerns in relation to CBD Movers, please contact Consumer Affairs Victoria on 1300 55 81 81 or by emailing consumer@justice.vic.gov.au.

DATED 19 October 2023



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Nicole Rich

Director, Consumer Affairs Victoria