

GREL HOLDINGS INC.
ALSO KNOWN AS
THE SCIENCE SHOP
AND TO ELAINE BLUNDELL
AND TO GREG BLUNDELL

This Director's Order was issued under s. 157.1 of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1 of the *Fair Trading Act*, this Director's Order is part of the public record.

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Consumer Programs

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DIRECTOR'S ORDER UNDER SECTION 157 OF THE FAIR TRADING ACT

TO

ELAINE BLUNDELL and

GREG BLUNDELL and

GREL HOLDINGS INC o/a THE SCIENCE SHOP

Issues

Elaine Blundell and Greg Blundell are the Director/Shareholders of Grel Holdings Inc, an Alberta corporation. Grel Holdings Inc is the declarant of the trade name The Science Shop.

The Director is of the opinion that Elaine Blundell and Greg Blundell and Grel Holdings Inc o/a The Science Shop, in the ordinary course of business, through their agents, employees, representatives or associates has committed an unfair practice against consumers, as follows:

On April 5, 2011 a consumer attended The Science Shop at Southgate Mall and purchased a Beanie Baby. The receipt issued to the consumer at the time of purchase states EXCHANGE ONLY, Return for Credit within 30 days, Sorry No Refunds.

The consumer returned to the store on April 13, 2011 to return the Beanie Baby for a credit or to exchange for something else.

The consumer was refused the return or exchange with the reasoning that there is a no return or exchange policy on plush toys.

There was no signage posted in the retail location and no exceptions noted on the receipt. The consumer believed she had the right to return her purchase for a credit or exchange. The consumer stated she was deceived and misled by the receipt issued to her.

Alberta ■

Legislation

These activities constitute unfair practices including but not restricted to:

The Fair Trading Act, Section 6(3) It is an unfair practice for a supplier

- (d) to make a representation that a consumer transaction involves or does not involve rights, remedies or obligations that is different from the fact. **and**

The Fair Trading Act, Section 6(4) ... The following are unfair practices if they are directed at one or more potential consumers:

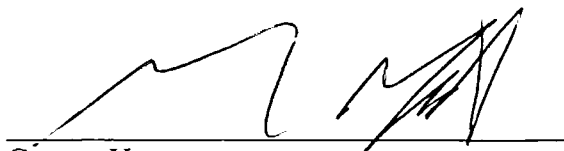
- (a) a supplier's doing or saying anything that might reasonably deceive or mislead a consumer;

Order

- Elaine Blundell and Greg Blundell and Grel Holdings Inc o/a The Science Shop and any agent, employee, representative or associate, must immediately stop engaging in any unfair practices with consumers or potential consumers. This includes issuing receipts with misleading information regarding a consumer's right for an exchange or refund.

Non Compliance with Order

ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *FAIR TRADING ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *FAIR TRADING ACT*



George Yates
Director of Fair Trading

Date: December 6, 2011