

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates

2016 - 2017

Division/Agency: Australian Competition and Consumer Commission

Question No: 110

Topic: Safety of Samsung Mobiles

Reference: Written

Senator: Ketter, Chris

Question:

Referring to the recall of Samsung Galaxy Note 7 ‘phablets’.

1) What involvement has the ACCC had in its recall?

2) What percentage of the offending phones have been returned? How does this compare with the average rate of return for recalled products?

Answer:

1) On 2 September 2016, the ACCC was advised of a planned voluntary recall of the Galaxy Note7 in Australia, to coincide with a global recall of these devices. A recall notification was received on 5 September 2016 and published on 6 September 2016. Samsung offered consumers the choice of a refund or a replacement device.

On 12 October 2016, Samsung extended the original recall to include Note7 devices they had provided to consumers as replacements for the originally supplied devices, as these also had a defect. The ACCC has remained in close contact with Samsung during the recall and has received regular updates on its progress.

2) As at Friday 4 November 2016, 55 per cent of the recalled Galaxy Note7 devices had been returned to Samsung. The rate of return of recalled consumer goods is extremely variable, so no comparison can be made to an “average rate of return”. Samsung Electronics Australia is providing weekly progress reports to the ACCC and the ACCC is satisfied with the current return rate, but will continue to monitor progress of the recall.