Wednesday, 13 March 2024

TasPlates.com
(by email: info@tasplates.com)

Department of State Growth
(by email: vehicle.callins@stategrowth.tas.gov.au)

cc. Christopher Walkden:
(by email: secretary@tas.aeva.asn.au)

Subject: Prestige Number Plates - EVOLVO

Dear sir/madam,

Thank you for your recent email dated 4th March 2024 where you have advised that your Head of Product is still working with the Department of State Growth to provide a solution for your customers that have purchased your product.

Further, you have instructed me that I should follow the advice provided by the Department of State Growth. Lastly, you appear to be disclaiming any responsibility or liability when you state "TasPlates cannot confirm/or endorse any recommendations".

Your website notes you are the delegate of the Registrar of Motor Vehicles in the State of Tasmania. As such I would expect that you should have the authority to deal with these matters.

I have contacted the ACCC (Australian Competition and Consumer Commission) in relation to the Prestige Number Plate and the warranty that was provided by TasPlates.com, and the instruction by Department of State Growth that I should void my consumer rights by opening the sealed Prestige Plate to affix an EV tag using a rivet.

The ACCC state that if a business provides a warranty, "once the consumer buys the product or service, the warranty becomes a legal right. Businesses must comply with any warranties they have provided".

When a business sells a product or service that doesn't meet basic rights, known as consumer guarantees, it must offer the consumer a solution. Yet TasPlates has still not offered a "solution" to me, and it seems the Department of State Growth also doesn't have a "solution" that they can offer to TasPlates or customers who have purchased a product off the delegate of the Tasmanian Government.

The product I have purchased does not meet the requirements of Government, and as such clearly has a fault or defect. The ACCC classifies this as a "Minor problem with a

product or service" and states a solution as "When a product or service has a minor problem, the business must fix the problem or repair the product for free."

- Businesses must not tell consumers to take the problem to the manufacturer or importer.
- Businesses must fix a minor problem with a product or service by at least giving a free repair.

In the absence of any workable solution being received to date from Tasplates.com or the Department of State Growth, I would like to propose the following remedy to protect my Consumer Rights:

1. TasPlates take ownership of the situation as the duly authorised delegate and the supplier of the product;
2. TasPlates provide me with the contact details of a local supplier (authorised motor vehicle repairer, Service Tasmania, or similar) where I can take the Prestige Plates to have the EV Tag professionally applied by them opening and re-sealing the unit;
3. TasPlates to stipulate in writing to me that the opening, EV Tag application, and closing of the Prestige Plates has not voided the original warranty, and that my consumer rights will remain in place with the Prestige Plate; and
4. Department of State Growth to provide a further extension to this matter that was previously extended until close of business 1st April 2024 (which is actually a public holiday).

As an ongoing service to your customers, I would also expect that TasPlates.com and Department of State Growth should compare information in your respective databases to identify all other customers that have purchased Prestige Plates and have them registered on EVs. Then send a letter to all these customers to advise them of a workable solution that protects their consumer rights too. Possibly Department of State Growth could send all EV registered owners with a letter reminding them all of their responsibilities, as I see numerous EVs on a daily basis without any tags at all.

By copy of this letter, I am also alerting the AEVA Tasmanian branch that they should also highlight this problem to their members.

Yours sincerely

Matthew Roadnight