

I wish to bring to the attention of the commission the practices and behaviour in the industry repairing electric shutters.

I have an electric roller blind which stopped working. The original installer had gone out of business. I am 81 and not a dill. I had found that the motors could be bought on eBay for around \$110. Whenever I rang anybody whose name came up after a Google search and ask them the price to replace the motor, the response was in every case \$400 without exception.

I rang one company who said they would come out and give an obligation free quote. When I asked the cost of a replacement motor, it was \$400. I knew immediately that no matter what the problem was, and it might not have been the motor, the motor would have to be replaced at a cost of \$400 plus labour et cetera. This is a racket