Singapore Lemon Law: Use the Repair, Replace or Refund Sequence

Description

default watermark

Singaporeâ??s Lemon Law covers defective goods, including second-hand, discounted and perishable goods.

The retailer may repair or replace within a reasonable time and with minimal inconvenience; if that is impossible or unreasonable, the consumer may seek a price reduction or refund.

Complain to the retailer

The statutory relationship is with the retailer that supplied the goods. A manufacturer warranty can help, but it does not erase the retailerâ??s legal responsibilities. Send a dated written notice naming the product, delivery date, fault and requested remedy. (MTI Lemon Law advisory)

If the fault appears within six months of delivery, the law presumes it existed at delivery unless the retailer proves otherwise or the presumption does not fit the nature of the goods. Record first symptoms, photos, video, error codes and service communications.

Situation	What changes
Fault found within six months	The defect is presumed to have existed at delivery unless rebutted or incompatible with the goods
Repair or replacement is reasonable	Give the retailer a reasonable chance
Repair or replacement is impossible or disproportionate	Seek price reduction or return and refund
You knew the disclosed fault before purchase	The Lemon Law remedy does not cover that known defect

Related: prepare a payment-dispute evidence file

Use the remedy ladder

Repair or replacement comes first when it can be done reasonably and without significant inconvenience. A price reduction or refund becomes relevant when that route is impossible, unreasonable or unsuccessful. State why the proposed remedy fails your case instead of jumping straight to a demand. (CASE Lemon Law consumer guide)

The advisory does not cover rental goods, services or real property. It also does not reward damage caused by misuse, an unauthorised repair or a change of mind. Separate the product defect from any service complaint or delivery dispute.

Example: A S$1,200 appliance stops working two months after delivery. The consumer documents the fault and gives the retailer a reasonable repair opportunity. Repeated failed repairs may support a reduction or refund route; the exact amount can reflect use.

Do not let an as-is sign end the analysis

MTI says a retailer cannot simply remove statutory rights with a blanket no-refund or as-is notice. A specifically disclosed defect is different, so keep the listing and sales conversation.

default watermark

If direct resolution fails, CASE can advise on the consumer route, and the Small Claims Tribunals may be relevant depending on the dispute. Keep receipts, product description, communications, inspection reports and the remedy calculation together.

Related: see another documented recovery route

Date Created
09/08/2026
Author
claratan