



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

Description

Singapore’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. This guide is for a singapore consumer whose newly bought product is faulty and who is being redirected between retailer and manufacturer and resolves one task: identify the available statutory remedy and preserve evidence without demanding the wrong remedy too early. The material claims were checked against [MTI Lemon Law advisory](#) and [CASE Lemon Law consumer guide](#).

Choose the route that matches your case

Situation	What to do
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

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 retailer’s legal responsibilities. According to [MTI Lemon Law advisory](#), the controlling detail for this branch is the specific rule or service condition cited here.

Send a dated written notice naming the product, delivery date, fault and requested remedy.

Preserve the six-month timeline

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. According to [CASE Lemon Law consumer guide](#), the controlling detail for this branch is the specific rule or service condition cited here.

Record first symptoms, photos, video, error codes and service communications.

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. According to [MTI Lemon Law advisory](#), the controlling detail for this branch is the specific rule or service condition cited here.

State why the proposed remedy fails your case instead of jumping straight to a demand.

Know what is excluded

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. According to [CASE Lemon Law consumer guide](#), the controlling detail for this branch is the specific rule or service condition cited here.

Separate the product defect from any service complaint or delivery dispute.

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. According to [MTI Lemon Law advisory](#), the controlling detail for this branch is the specific rule or service condition cited here.

A specifically disclosed defect is different, so keep the listing and sales conversation.

Escalate with a clean file

If direct resolution fails, CASE can advise on the consumer route, and the Small Claims Tribunals may be relevant depending on the dispute. According to [CASE Lemon Law consumer guide](#), the controlling detail for this branch is the specific rule or service condition cited here.

Keep receipts, product description, communications, inspection reports and the remedy calculation together.

Run the numbers or sequence

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.

The calculation or sequence above is an LBRD working example. Replace every example input with the amount, date, access condition or document from your own case. Keep the official rate or threshold beside the working so another person can reproduce the answer.

Build a verification note another person can check

Before acting, create a one-page case note headed with the task, the date checked and the person responsible. Copy only the facts that affect your decision, then attach the statement, booking, application, receipt, map record or screenshot that supplies your own input. This separates a published rule from a personal assumption. If the official page changes, keep the earlier dated record but rework the decision with the live version.

Controlling source	What to verify	What to retain
MTI Lemon Law advisory	Covered goods, excluded transactions, six-month presumption and remedy sequence.	Record the page date, the exact rule used and the case input it governs.
CASE Lemon Law consumer guide	Repair, replacement, price reduction and rescission remedies, coverage and exclusions.	Record the page date, the exact rule used and the case input it governs.

Read the source in context, including definitions, exceptions and effective dates. A relevant page is not proof by itself: the cited passage must contain the particular rate, deadline, eligibility condition, access rule or warning used here. Where two official channels appear inconsistent, pause and ask the authority about the exact case rather than choosing the more convenient answer.

Use the guide with its limits

A public label or consumer rule works best when paired with a calm verification routine. Save the evidence, leave the suspicious or disputed channel, and return through an official app, typed address or known hotline before taking an irreversible step.

No interview, personal use, fresh field visit, survey result or price check is claimed unless explicitly stated. Availability, fees and procedures can change. Reopen the linked authority page immediately before payment, travel, filing or emergency use.

Before you act

1. Save receipt and product listing
2. Record the delivery date
3. Document the defect
4. Notify the retailer in writing

5. Give a reasonable repair or replacement chance
6. Explain any escalation to discount or refund
7. Keep the complete dispute file

Mistakes that change the outcome

- Going only to the manufacturer
- Demanding cash before a reasonable remedy
- Repairing it yourself and causing damage
- Throwing away the product
- Confusing change of mind with a defect

Continue with the relevant LBRD guide

Next, [prepare a payment-dispute evidence file](#). You can also [see another documented recovery route](#).

Questions readers ask

Does Lemon Law cover discounted goods?

MTI says discounted and second-hand goods are included.

Is every refund full?

A refund may be reduced to account for use; a product that never worked should receive a full refund under the advisory.

Does it cover services?

No. The advisory excludes the supply of services.

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