
DIRECTOR'S ORDER UNDER SECTION 157

OF THE *FAIR TRADING ACT*

TO

CORONATION VAN LINES (2013) INC.

AND

CANADIAN VAN LINES

AND

**ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF CORONATION VAN LINES
(2013) INC.**

This Director's Order was issued under s. 157(1) of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1(1) of the *Fair Trading Act*, this Director's Order is part of the public record.

Albertans who have questions or concerns about this business are encouraged to contact the Service Alberta Consumer Contact Centre at 1-877-427-4088.

For more information on the *Fair Trading Act*, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

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[Tipsheets](#)

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Issues

Coronation Van Lines (2013) Inc., operating as Canadian Van Lines, is a business that has engaged in an unfair practice by entering into a consumer transaction where they knew or ought to have known that the consumer was unable to receive any reasonable benefit from the goods or services.

In September of 2015, a consumer entered into an agreement with Canadian Van Lines to move a travel trailer from a storage lot in Queensville, Ontario to a residence in Edmonton, Alberta. The consumer alleges that they had correspondences over the phone and via email with a male who identified himself as "James Johnson" during the course of this transaction. The consumer further alleges that "Johnson" made a request for a 50% deposit (\$971.00) in advance of the move, to be made via email money transfer, which the consumer sent on September 29, 2015.

The consumer states that the trailer was supposed to be picked up from the storage facility on October 7, 2015, however no one arrived to pick up the trailer. When the consumer contacted the company, they were advised that there was a problem with the hitch on the truck and the move was rescheduled for October 14, 2015. On October 14, 2015, again no one arrived to retrieve the trailer. Upon contacting the company, the consumer was again told that there was a problem with the hitch on the truck and subsequently the consumer requested a refund.

According to the consumer, the refund was supposed to be received by October 15, 2015 but they did not receive the refund by that date. The date for the refund was then changed to October 30, 2015, and then changed once again to November 6, 2015. However, both dates passed without the consumer receiving a refund. In early November of 2015, the consumer alleges that they contacted the company and spoke with a male who identified himself as "Steven" who advised that he would look into the matter and get back to the consumer but did not.

Seven months later on May 12, 2016, an investigator with Service Alberta's Consumer Investigations Unit contacted the supplier and spoke with a male who identified himself as "James Johnson." The supplier was advised of the allegations and the subsequent investigation that had been opened. "Johnson" advised the investigator that there had been a problem with the hitch on the truck and there had been staff turnover and they had forgotten about the consumer. Johnson then advised that the refund would be processed right away.

On May 15, 2016, confirmation was received that the consumer had received the refund.

LEGISLATION

The following sections are excerpts from the *Fair Trading Act*.

Unfair Practices:

6(3) *It is an unfair practice for a supplier:*

(a) *to enter into a consumer transaction if the supplier knows or ought to know that the consumer is unable to receive any reasonable benefit from the goods or services*

ORDER

- Coronation Van Lines (2013) Inc. must immediately:
 - cease from engaging in unfair practices, pursuant to the Alberta *Fair Trading Act*, including not engaging in consumer transactions if the supplier knows or ought to know that the consumer is unable to receive a reasonable benefit from the goods or services.
- Any employee, representative, agent or associate of Coronation Van Lines (2013) Inc. must immediately:
 - cease from engaging in unfair practices, pursuant to the Alberta *Fair Trading Act*, including not engaging in consumer transactions if the supplier knows or ought to know that the consumer is unable to receive a reasonable benefit from the goods or services.

NON COMPLIANCE WITH ORDER

- **ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE FAIR TRADING ACT CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *FAIR TRADING ACT*.**



Trevor Bergen
Director of Fair Trading
Dated August 10, 2016