



Opal Association
Po Box 323
Mermaid Beach QLD
4218
Australia

7 January 2017

Dear Sir/madam,

Recently we received a written complaint from a customer of yours who claimed there was misrepresentation of an Opal which she bought from your company. She also filed complaint with Qld Fair Trading and they asked us to attend on an inspection of your shop.

I was in attendance and I was disappointed to find there was no clear labelling of stock, which is conducive to misleading consumers.

I wish to draw your attention to the fact that Opal Association members cannot display synthetic opal in the same cabinet as natural Opal and synthetic opal must have in large letters SYNTHETIC/MAN MADE OPAL on display and invoices. It is not enough to have "Syn. Opal". Additionally if your clients are of a certain nationality then we require that the labelling also be made in their own script. In your case it appears that your business is geared up to selling to Chinese tourists and thus the labelling should be in English and Chinese.

The rules are there to prevent any member from using the reputation and goodwill of the Opal Association to commit a fraud or a misrepresentation. Our members must have the highest ethics in the industry.

Please respond to this letter within seven days and let us know if you are willing to comply with the Association's rules. If you fail to respond or are unwilling to comply then we will have no choice but to expel you from the Opal Association

Kind regards

P. Sedawie
President, Opal Association Inc.