

7 October 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #20.056 - Complaints about face masks

1. We refer to your request received on 9 September 2020 for the following information:
 - 1.1 the names of the five brands or companies supplying and/or retailing face masks the Commerce Commission (**Commission**) has received the most complaints about, since 26 March 2020; and
 - 1.2 the most common issues the complaints relate to.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

Our response

3. We have decided to grant your request.
4. The five brands or companies supplying and/or retailing face masks the Commission has received the most complaints about during the during the period from 26 March to 9 September 2020 are:¹

Trader	Number of complaints
Unichem	10

¹ Identified by searching the Commission's complaints database for complaints responding to one or more of the following keywords: "covering", "disposable", "EN149:2001", "face covering", "facemask", "face mask", "facepiece", "face piece", "filter", "FFP2", "GB2626:2006", "KN95", "mask", "N95", "NIOSH-42CFR84", "P1", "P2", "P3", "protective equipment", "respirator", "RPE".

Trader	Number of complaints
Woolworths New Zealand and Progressive Enterprises Limited T/A Countdown	8
Chemist Warehouse Limited	4
Kogan Australia Pty Limited	3
Biz & Marketing Solutions Limited T/A Medshop New Zealand	3
Life Pharmacy	3
Foodstuffs Limited (New World)	3
Terra NZ Limited	3

5. The issues the complaints at paragraph [4] relate to are:²

Issue	Number of complaints
Price	29
Delivery	3
Representations around compliance with a standard	3
Representations around country of origin	3
Representations around effectiveness	2
Representations around size and fit	2
Representations around materials used	2

6. Please note the Commission will be publishing this response to your request in the Official Information Act Register on our website. Your personal details will be redacted from the published response.

² Please note some complaints are about more than one issue and have been counted against all issues complained about.

7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

Released Under Official Information Act 1982