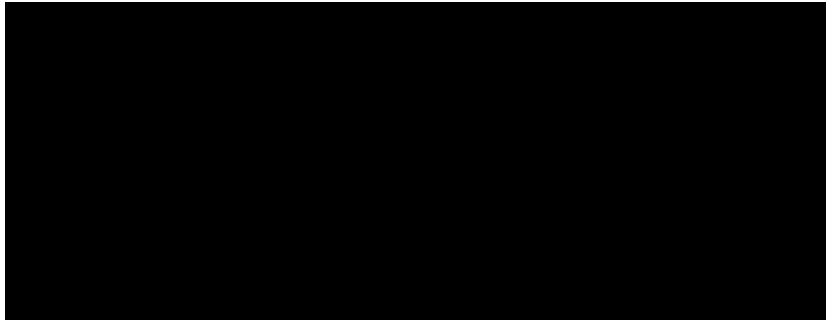


11 March 2022



Official Information Act #21.132

1. We refer to your Official Information Act 1982 (OIA) request received on 16 February 2022 for information about the total number of complaints that the Commerce Commission (**Commission**) has received since 1 November 2021 from customers about stock availability or non-delivery by New Zealand traders and the traders' names.

Our response

2. We have decided to grant your request.
3. As at 17 February 2022, we have received a total of 134 complaints that fall within the scope of your request.
4. The trader information is set out at **Appendix A** below.
5. We note that it was not possible to split the complaints into stock availability or non-deliverability (or both) as they are interlinked within each complaint. However, all postal service traders relate only to non-delivery of products as they are intermediary companies with the sole purpose of delivering stock.
6. It is important to read the Appendix in the following context:
 - 6.1 Complaints data on its own cannot paint a complete picture of compliance with the law. The fact that a complaint has been received does not necessarily mean that a trader has done anything wrong, or any harm has been caused to any consumer or competitor. Some complaints will not be investigated by the Commission because they are unfounded or outside our jurisdiction, and some complaints that are investigated will not proceed to further action.

- 6.2 The complaints data only reflects what consumers have chosen to report to the Commission or to other organisations that have, in turn, provided information to the Commission. Some complaints on the same matter are likely to have reached other complaint bodies instead of the Commission.
- 6.3 Larger traders are likely to generate more complaints as a function of their scale; we have not adjusted for this.
- 6.4 Complaint volumes for a trader can be about a single matter or multiple matters. Some matters that attract a high level of publicity can generate a large volume of complaints.
7. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
8. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request

Yours sincerely



Alexandra Murray

OIA and Information Coordinator

Appendix A	
Trader Name	Number of Complaints Received within scope of request
AB Appliances	1
Adairs Retail Group Pty Limited	4
Aramex PJSC trading as (T/A) Aramex Holdings Limited	13
Ascent Technology Limited	1
Auckland Flowers Limited	1
Briscoe Group Limited T/A Briscoes (New Zealand) Limited	1
Wesfarmers Limited T/A Bunnings (NZ) Limited	1
Chemist Warehouse Limited	2
Chrisco Hampers Limited	1
Computer Lounge NZ	1
Container Door Limited	1
Cook The Books 2008 Limited	1
COGI Pty Ltd T/A Cotton On Clothing (New Zealand) Limited	1

Appendix A	
Trader Name	Number of Complaints Received within scope of request
Woolworths Holdings Limited T/A Country Road Clothing (N.Z.) Limited	2
Courier Post House Limited	1
Danske Mobler Limited	1
Dell Technologies Inc. T/A Dell New Zealand Limited	2
DKM Fishing & Marine Limited	1
Dominion Road Pharmacy	1
Esme Rising	1
James Pascoe Limited T/A Farmers Trading Company	3
Expressnet NZ Limited	1
Steinhoff International Holdings NV T/A Freedom Furniture New Zealand Limited	3
Foot Locker New Zealand, Inc	1
FedEx Corporation T/A FedEx Express New Zealand	1

Appendix A	
Trader Name	Number of Complaints Received within scope of request
Hanesbrands Inc. T/A Hanes New Zealand Limited	1
Grabone Limited	1
Freightways Limited	2
Harvey Norman Holdings Ltd T/A Harvey Norman Limited	1
Ifurniture NZ	1
IPPONDO NZ	1
Innovations New Zealand	1
JDHW Limited	1
JD Sports Fashion Plc T/A JD Sports Fasion NZ Pty Limited	1
JB Hi-Fi Limited T/A JB Hi-Fi NZ Limited	1
Kiwicheapcars Limited	1
Westfarmers Limited T/A Kmart NZ Holdings Limited	3
Kogan HK Limited T/A Dick Smith Electronics	7

Appendix A	
Trader Name	Number of Complaints Received within scope of request
Milk Prints NZ	1
Kogan Australia Pty Ltd T/A Mighty Ape Limited	1
Mitre 10 (New Zealand) Limited	1
My Shirts NZ	1
Nasita Production Limited	1
National Express Products Limited	1
New Zealand Post Limited	4
The Warehouse Group Limited T/A Noel Leeming Limited	11
NZ Sale Limited	3
Oakmont Limited T/A Buzz Value	1
Project Quill Holding Limited T/A Officemax New Zealand Limited	1
Onceit Limited	1
One Stop Furniture Shop	1

Appendix A	
Trader Name	Number of Complaints Received within scope of request
Parallel Imported Limited	1
PB Technologies Limited	4
Perfume NZ	1
Phoenix Imports Limited T/A Treasure Box	2
Puma SE T/A Puma New Zealand Limited	4
PVH Corp T/A PVH Brands NZ Limited	1
Simply Treasured NZ	1
GPC Asia Pacific (NZ) Holdings Limited T/A Repco Limited	1
Rods & Blinds NZ	1
Spark New Zealand Limited	1
Steady State NZ	1
The Factory Shop	1
The Listening Post Limited	1
The Warehouse Group Limited T/A The Market.com Limited	2

Appendix A	
Trader Name	Number of Complaints Received within scope of request
The Nile NZ Limited	2
The Warehouse Group Limited T/A The Warehouse	1
The Warehouse Groups Limited T/A Torpedo7 limited	2
Trade Depot Limited	5
Pure Petfoods NZ Limited	1
AGI Australasia Limited T/A Under Armour NZ	1
Wellington BBQs & Fire	1
Wine Stash Pty Limited	1
Woolworths Holdings Limited T/A Witchery Fashions (NZ) Limited	1