

30 May 2022

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #21.187 - My Iron On Transfers

1. We refer to your request received on 19 May 2022 for information about whether the Commerce Commission (**Commission**) has received any complaints about My Iron On Transfers.¹
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 Commission has received one complaint about My Iron On Transfers (our reference ENQ0553829).² The complaint was received in May 2021 and is about alleged non delivery of goods.
5. If you wish to make a complaint about My Iron On Transfers, you can do so via webform on our website,³ by email to contact@comcom.govt.nz or by phone on 0800 943 600. You can find further information about the complaint process on our website.⁴
6. Please note the Commission will be publishing this response to your request in the OIA register on our website.⁵ Your personal details will be redacted from the published response.

¹ <https://www.myironontransfers.co.nz/>

² At 19 May 2022.

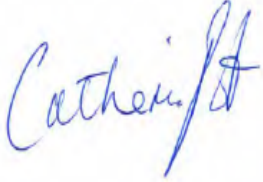
³ <https://comcom.govt.nz/make-a-complaint/complaint-form>

⁴ <https://comcom.govt.nz/make-a-complaint/complaint-process>

⁵ <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>

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

Yours sincerely

A handwritten signature in blue ink that reads "Catherine". The signature is written in a cursive style.

OIA and Information Coordinator

Released under
Official Information
Act 1982