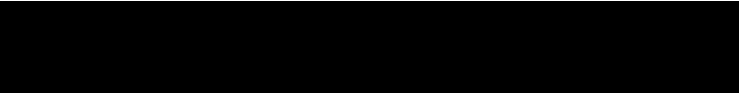


14 January 2020



Dear 

Official Information Act #19.109 & 19.110 - Nautique / Verhoeven / Life Fitness / Kawasaki

1. We refer to your request received on 6 January 2020 for information about whether the Commerce Commission (Commission) has received any complaints about Nautique NZ Limited and if so, the details of the complaint/s (OIA 19.109).
2. On 7 January 2020 you asked for additional information about whether the Commission has received any complaints about the following traders (OIA 19.110):
 - 2.1 Verhoeven Group Limited;
 - 2.2 Life Fitness NZ Limited; and
 - 2.3 Kawasaki NZ.
3. We have treated these as requests for information under the Official Information Act 1982 (OIA).

Our response

4. We have decided to grant your requests.
5. The Commission has received one complaint about Nautique NZ Limited, in addition to your complaint (ENQ0534467).
6. The complaint was received in October 2018 and is about the length of warranty for repair work undertaken by Nautique NZ Limited to a product defect (ENQ0518751).
7. The Commission has not received any complaints about Verhoeven Group Limited, Life Fitness NZ Limited or Kawasaki NZ.

8. The Commission will be publishing this response to your request in the Official Information Act register on our website.¹ Your personal details will be redacted from the published response.
9. Please do not hesitate to contact uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

Mary Sheppard
OIA Coordinator

¹ <https://comcom.govt.nz/about-us/requesting-official-information/uia-register>