

19 February 2021

[Redacted]

By email only: [Redacted]

Dear [Redacted]

### **Official Information Act #20.150 - Springfree New Zealand Limited**

1. We refer to your Official Information Act 1982 (**OIA**) request received on 3 February 2021 for any information or complaints received by the Commerce Commission (**Commission**) about Springfree New Zealand Limited (**Springfree**) in the last three years, including any previous or current investigations.

#### **Our response**

2. We have decided to grant your request.
3. The Commission has received two complaints about Springfree during the period from 3 February 2018 to 3 February 2021 (relevant period). The complaints include alleged issues around warranties and online reviews.
4. The Commission assessed both complaints against our enforcement criteria<sup>1</sup> and decided not to take further action.
5. The Commission has not investigated Springfree during the relevant period.
6. Please note the Commission has notified Springfree about the release of information and will be publishing this response to your request in the OIA register on our website.<sup>2</sup> Your personal details will be redacted from the published response.

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<sup>1</sup> <https://comcom.govt.nz/about-us/our-policies-and-guidelines/investigations-and-enforcement/enforcement-criteria>

<sup>2</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>

7. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

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