

CARTER'S 3 PIECE TURN ME AROUND SET. STYLE 121D416 "YOU MAKE ME SMILE/MONKEY DESIGN

16 December 2015 - Recalls

16th December 2015

[Recall of Carter's 3 piece Turn Me Around Set. Style 121D416 "You make me smile/monkey design](#)

Dear Member,

Your Costco membership record shows that you have recently purchased item number 665900 Carter's 3 piece Turn Me Around Set.

Costco Wholesale Australia wishes to advise that on the style pictured above the thread around the Monkey Applique on the back of the pants contains higher levels of AZO dyes than what is acceptable in Australia.

The particular style affected is 121D416. There are multiple styles under the item number 665900, to double check the style number it is printed on the back of the care instructions.

We ask that you kindly return the affected item for a full refund at your closest Costco store.

Thank you for shopping with us and we sincerely apologise for any inconvenience caused.

Sincerely,

Rick Woods

Assistant Vice President / General Merchandise Manager

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Rick Woods
Assistant Vice President / General Merchandise Manager

FUEL ADDITIVE

01 November 2015 - Product Alerts

Costco currently offers high quality fuel at five locations in Australia. One of the features of our fuel is the inclusion of an additive which enhances engine performance.

Due to unforeseen circumstances, we have not been able to offer additized fuel mixed on-site. We are working hard to bring this to you and hope to be able to do so very soon.

In the meantime, from Tuesday November 10, we will be offering fuel additized by our supplier across all three grades. We will continue to offer this additized fuel until we are able to make the switch to fuel additized on site at our Costco locations.

There has been no price impact at the pump as the additive is included at no additional cost to you. We apologise for any inconvenience caused.

We value your patronage and look forward to seeing you soon at Costco.

COSTCO CANBERRA TYRE CENTRE MEMBER SERVICE FOLLOW UP

01 October 2015 - Product Alerts

Subject: Costco Canberra Tyre Centre Member Service Follow up

Dear Member,

Your Costco membership record shows that you recently used our tyre centre at Costco Canberra.

You may have been advised at the time of your visit that our nitrogen inflation machine was not utilized in your service.

We would now like to invite you back at your convenience to Costco Canberra so that we can top up your tyres with nitrogen.

We look forward to welcoming you back to Costco Canberra.

Sincerely,

Derek Philliber
Warehouse Manager
Costco Canberra

ITEM 140415 HUNTKEY POWERBOARD 8 WAY SURGE PROTECTOR

08 September 2015 - Recalls

Subject: Change of service centre/ warranty claim address for item 140415 Huntkey Powerboard

8 Way surge protector

Dear Member,

Your Costco membership record shows that you have recently purchased item number 140415 Huntkey Powerboard 8 Way surge protector (Model SAC804).

Costco Wholesale Australia wishes to advise that the service centre / warranty claim provided with the packaging was incorrect and should be per the below:

Powerhousepc Australia Pty Ltd
No. 81 Carnarvon St
Silverwater NSW 2128
Sydney Australia
Tel: 61-2-9648 6268
Fax: 61-2-9648 6269
Email: service@powerhousepc.com.au

Please find a copy of the warranty statement attached for your reference.

Please note there is no quality or safety issue with the product.

Thank you for shopping with us and we sincerely apologise for any inconvenience caused.

Sincerely,

Dev Balendran
Assistant General Merchandise Manager - Hardlines

DYSON

25 March 2015 - Recalls

Dear Costco Member

Costco Australia records indicate that you have purchased a Dyson AM04 Hot and Cool Fan Heater or Dyson AM05 Hot and Cool Fan Heater which are manufactured by Dyson Australia.

Dyson has recently discovered a possibility of a short circuit on the Dyson Hot and Cool Fan Heater (model# AM04 and AM05), and has decided to issue a voluntary recall. Globally, there have been no reported instances of injury or external damage. As a precautionary measure, please stop using your fan / heater and unplug it.

Dyson will have your AM04 or AM05 Hot and Cool Fan Heater fixed, serviced, cleaned and returned free of charge. Dyson will send you a box for you to pack your machine, along with drop off instructions, using the return address details that will be supplied. A new two year parts and labour guarantee will be issued.

Please visit www.dysonrecall.com and as a secondary measure queries can be directed to Dyson's dedicated hotline, 1800-500-499. The call centre will be open from 8am – 8pm Monday to Friday (AEST) and 10am – 6pm (AEST) on the weekend. You are also entitled to a full refund by returning your machine to the nearest Costco.

We apologize for any inconvenience caused.

Sincerely,

Rick Woods
General Manager Merchandise

SHARK NAVIGATOR LIFT-AWAY VACUUM CLEANER NV350 (COSTCO ITEM #22908),

17 March 2015 - Recalls

Dear Costco Member

Costco Wholesale Australia records indicate that you have purchased a Shark Navigator Lift-Away Vacuum Cleaner NV350 (Costco Item #22908), manufactured by Brand Developers Aust Pty Ltd.

Brand Developers has recently discovered an issue where the cord may cause a burn or electric shock. Only the Shark Navigator Lift-Away (NV350) units manufactured prior to 18th October, 2014 (which bear a batch code 4811A to 4114A inclusive) are affected.

Globally, there have been no reported instances of injury or external damage. As a precautionary measure, consumers are advised to unplug their vacuum cleaner at the wall and not to use again until it has been repaired.

Brand Developers will have the affected cords and plugs replaced free of charge at an authorised Shark Service Centre.

To organize corrective action:

Please visit www.sharkclean.com.au and register your details or contact Brand Developer's dedicated hotline on, 1800 722 222 to receive a Return Kit to pack up the motor unit and drop off at the nearest Australia Post. Vacuum cleaners will be returned to their owners by courier at no charge, following a full cord replacement at an authorised Shark Service Centre. The repair time will be dependent on location. Alternatively, you can return your machine to the nearest Costco, for a full refund.

We thank you for your patronage and apologise for any inconvenience caused.

Sincerely,

Sandi Cornthwaite
Assistant General Merchandise Manager

REIMBURSEMENT NOTICE FOR OVERCHARGE ON NONG SHIM SHRIMP CRACKER (ITEM # 33968)

16 February 2015 - Product Alerts

REIMBURSEMENT NOTICE FOR OVERCHARGE ON NONG SHIM SHRIMP CRACKER (Item
33968)

Dear Member,

Our records indicate that you recently made a purchase of Nong Shim Shrimp Crackers from Costco.

We would like to advise that, due to a system error, we overcharged you for that item. We are enclosing a cheque for the amount that you were overcharged by.

The error affected a limited number of purchases at our warehouses and we took steps to resolve this immediately on recognising our error. We have investigated the matter and taken appropriate action to prevent a similar incident from occurring in the future.

We sincerely apologize for any inconvenience that this may have caused. Should you have any questions or concerns regarding this, please feel free to contact us at 02 9469 7999 or at membership@costco.com.au.

We sincerely hope that you will remain a satisfied Costco member and we look forward to the opportunity to serve you in the warehouse.

Yours sincerely,

Rick Woods
General Merchandise Manager
Costco Wholesale Australia

SPEEDY BERRY - COSTCO WEBSITE INFORMATION

16 February 2015 - Product Alerts

COSTCO WEBSITE INFORMATION

Costco Wholesale Australia wishes to advise that

Speedy Berry Mixed Berries (Item No. 31728)
Speedy Berry Raspberries (Item No. 31731)
Speedy Berry Blueberries (Item No. 31730)

is not affected by the current frozen berry recall. This product is processed in Australia under strict SQF 2000 Global Standard, is compliant with all current Food Safety Legislation and Regulations and is safe for human consumption.

The blueberries are sourced from the USA, and the blackberries and raspberries are sourced from Serbia.

WE further confirm that the product was tested for pathogens including:

- E. Coli
- Coliforms
- Salmonella
- Staphylococcus
- Lysteria

For more information relating to this item, you can contact Frutex Customer Services directly on (02) 9502 6500

Terry McWillaims
Assistant General Merchandise Manager
(Food & Sundries)