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Adams, Jessica

From: Vincent Fang <vincentfang@crazysales.com.au>
Sent: Monday, 4 December 2017 11:52 AM
To: Recalls
Subject: Re: ACCC recalls - Electric Throw Blanket PRA 2017/16279 [SEC=UNCLASSIFIED]
Categories: Norwin

Hi Norwin

I just confirmed with our customer service team, out of 79 items sold, 9 items are still unaccounted for. We already emailed & called multiple times and some customers are not willing to return or destroy, some are unreachable.

Kindly let us know what we should do next?

Thank you very much.

Kind Regards
Vincent Fang
Ausway Pacific Pty Ltd

2/5 Brear St, Springvale, VIC 3171, Australia
Office: +61 3 9548 0224 ext 123 Fax: +61 3 9548 0779
Email: vincentfang@crazysales.com.au
Website: <http://www.crazysales.com.au/>

From: Recalls
Date: 2017-12-01 07:43
To: 'Vincent Fang'
Subject: ACCC recalls - Electric Throw Blanket PRA 2017/16279 [SEC=UNCLASSIFIED]
Hi Vincent

Thank you for getting back to me.

To clarify, if I have understood your message correctly, of the 79 items sold only 7 are still unaccounted for in the market place.

Can you please confirm this for me.

Kind Regards,
Norwin Zatschler

Project Officer | Hazard Analysis and Management Branch | Consumer, Small Business & Product Safety Division

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Australian Competition & Consumer Commission
Level 1| 23 Marcus Clarke Street | Canberra ACT 2601
T: +61 2 6243 1398
www.accc.gov.au

The ACCC acknowledges the traditional owners and custodians of Country throughout Australia and recognises their continuing connection to the land, sea and community. We pay our respects to them and their cultures; and to their Elders past, present and future.

From: Vincent Fang [<mailto:vincentfang@crazysales.com.au>]
Sent: Thursday, 30 November 2017 6:01 PM
To: Recalls
Subject: Re: ACCC recalls - Electric Throw Blanket PRA 2017/16279 [SEC=UNCLASSIFIED]

Hi Norwin

I believe this is our first email? The info we passed to ACCC and EnergySafe Victoria was we sold 79pcs via our own retail channel. We did not supply this via supply chain.

Also I have replied Varun from EnergySafe Victoria that we would email and ring customers also in order to get the items returned and refund.

We have got all orders returned/destroyed except for 7 customers who didn't not agree to return/destroy the product still. We already emailed and called multiple times.

Please let me know if you need anything else.

Kind Regards
Vincent Fang
Ausway Pacific Pty Ltd

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From: Recalls
Date: 2017-11-29 13:42
To: 'vincentfang@crazysales.com.au'
Subject: ACCC recalls - Electric Throw Blanket PRA 2017/16279 [SEC=UNCLASSIFIED]

Dear Mr Fang

Thank you for submitting a progress report for the Electric Throw Blanket recall (PRA 2017/16279)

I note that 81 items have been returned via the supply chain. My concern however is that there have been no returns from customers that purchased the electric throw blanket.

Our records show that you only intend to contact customers by email. I question if this is sufficient outreach in order to get the recalled products back. Consideration of posting the recall on your website may be a more effective way of contacting customers.

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Recall effectiveness assessments are conducted regularly and a good return rate will increase the chances of closing the progress reporting requirements.

Kind Regards,

Norwin Zatschler

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