



Costco Wholesale New Zealand

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April 3, 2023

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, purchased the item 1645810 **Mon Chateau Comfort Gel Mat** between 26/12/22 and 24/03/23.



The product supplier Mon Chateau company has recently identified that the corners of the some mats may curl up, causing the mats to not lay flat on the floor. This curling may increase the risk of tripping, posing a safety hazard.

We request you that please stop using the mat immediately and return it to your local Costco warehouse for a full refund. You may also contact Mon Chateau directly with any further questions by to info@monchateau.us.

We apologise for any inconvenience caused.

Yours sincerely

Sandi Cornthwaite
AVP / GMM - eCommerce, Non-Foods & Ancillary
Costco Wholesale Australia & New Zealand