Westertown, Rothienorman,
Aberdeenshire, AB51 8US
+44 (0)1467 671466
mackies@mackies.co.uk

親愛的好市多會員您好：　　2024 年 07 月18 日

根據好市多購買紀錄，您在2024/03/28至2024/06/19 這段期間，有購買商品#108940 Mackie’s 蘇格蘭經典牛奶冰淇淋 2公升；或在 2024/4/21至2024/6/19 這段期間，有購買商品#122058 Mackie’s 英式蜂巢狀糖塊冰淇淋 2公升。上述期間所售出的商品因生產工廠更新設備與定量流程，導致實際商品的淨重變為900公克與中文標籤上所示的1080公克不同，造成每組牛奶冰淇淋商品溢付NT$37 元或每組蜂巢狀糖塊冰淇淋商品溢付NT$41元。

生產工廠已改善製程設備及流程，以確保不再發生商品重量與標示不相符的狀況，造成各位會員的不便，MACKIE'S 深感抱歉，敬請見諒。商品皆沒有健康或食品安全問題。

為提供會員最佳服務，請您攜帶會員卡或收據，至鄰近的好市多賣場辦理各款商品退回溢付金額的補償手續，原發票如登打統一編號，請攜帶公司發票章；若付款方式為信用卡，請務必攜帶原信用卡。

若您對購買的商品有任何疑問，請洽台灣好市多客服中心 449-9909 (市話請直撥不加區碼，手機撥打請加 02，服務時間: 週一至週日 9:30 am ~ 9:30 pm)。

Dear Valued Costco Members,　　July 18, 2024

Costco's records indicate that you, or one of your add-on members, purchased item #108940 Mackie's Traditional 2 Litre Ice Cream and/or item #122058 Mackie's Honeycomb 2 Litre Ice Cream between the purchase dates detailed below.

It has come to our attention that there is a risk of discrepancy between the product's weight and the weight stated on the label due to production equipment and process changes. The label-stated weight was 1080g, whereas the minimum net weight of the product at this time was 900g.

Therefore, as a result you are entitled to the following compensation for any purchases of these products during the below stipulated time periods:

- #108940 Mackie’s Traditional 2 Litre Ice Cream NT$37 per unit, purchase period 2024/3/28-2024/6/19
- #122058 Mackie’s Honeycomb 2 Litre Ice Cream NT$41per unit, purchase period 2024/4/21-2024/6/19

The manufacturer has introduced new measures, equipment and processes to ensure that this error does not occur again and apologises to affected Costco members.This is not a health or food safety issue.

If you have any questions, please contact Costco Taiwan Customer Service at 449-9909 (for local calls, please dial directly without area code; please add 02 if you call from a mobile phone; Hours: Monday to Sunday, 9:30 am to 9:30 pm).



#108940 Mackie’s Traditional 2 Litre Ice Cream

Mackie’s 蘇格蘭經典牛奶冰淇淋 2公升



#122058 Mackie’s Honeycomb 2 Litre Ice Cream

Mackie’s 英式蜂巢狀糖塊冰淇淋 2公升