親愛的好市多會員，您好：　　2023 年 8 月 18 日

根據好市多購買紀錄，您在 2023 年 5 月 19 日至 8 月 8 日這段期間曾購買商品 #113926 Sonoma 精選乾酪綜合包，由於部分商品(有效日期 2023.10.19) 檢出環氧乙烷，為維護您的權益，好市多已將所有商品下架並啟動自願性召回。造成您的疑慮與不安，好市多致上最深歉意。

若您持有上述批號商品，請立即停止食用。並請攜帶商品和您的會員卡至鄰近好市多賣場辦理退貨作業。

為表達對會員的關心，並積極處理，對於會員購買該商品者，好市多除全額退費外，將額外提供補償金。補償金額即以新臺幣(下同) 三佰九十元×購買商品組數，作為補償。(例如：購買上述商品 1 組，除全額退費外，另可獲得 390 元之補償金)。

會員自即日起即可至各鄰近之好市多賣場依此公告內容辦理現金補償。

會員若有問題，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 9:30~9:30 pm)，我們將竭誠說明處理。

好市多股份有限公司

Dear Costco Member,　　Aug. 18, 2023

Costco's records indicate that you have purchased item #113926 SONOMA WINE & CHEESE SELECTION 907G between 2023/5/19 and 2023/8/8.

We would like to inform you that a small amount of Ethylene Oxide was detected in samples pulled from one batch (EXP: 2023.10.19). In order to ensure your membership privilege, we have pulled all products from the sales floor immediately and initiated a voluntary recall. Costco apologizes for the concern and anxiety caused by this incident.

If you have the affected product described above, please stop consuming it and bring your membership card and the product to your nearest Costco Wholesale location for a full refund.

As a token of our concern for our members and our effort to proactively address the matter, Costco will provide additional compensation for members who purchased the Product, in addition to a full refund. The amount of compensation will be NT$390 x the number of boxes of the Product purchased. (For example, if you purchase 1 box of the Product, you will receive NT$390 in addition to a full refund).

Starting today, members can go to the nearest Costco location to apply for the cash compensation pursuant to this announcement.

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 for mobile phone.)
(Service time: Monday to Sunday 9:30 am ~ 9:30 pm).