



**Costco Wholesale Australia**

ABN 57 104 012 893

17-21 Parramatta Road  
Lidcombe NSW 2141

PO Box 207  
Regents Park DC NSW 2143

Telephone: 61 2 9469 7999

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16 February, 2015

**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](mailto: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