



親愛的好市多會員，您好：

2023年7月21日

針對您於2023年5月24日至7月1日這段期間曾購買之#826584 Formaggio 油漬摩佐羅拉乾酪 680 公克的商品，因部分商品 (有效日期為2023年7月7日與2023年7月19日) 自主檢驗及回收所檢出環氧乙烷之事件，造成您的疑慮與不安，好市多致上最深歉意。

為表達對會員的關心，並積極處理，對於會員購買該產品者，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) 四佰元×購買產品盒數，作為補償。(例如：購買上述產品1盒，除全額退費外，另可獲得400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,

July. 21, 2023

Regarding the item #826584 FORMAGGIO MARINATED MOZZARELLA 680G that you have purchased between 2023/05/24 and 2023/07/01, Costco apologizes for the concern and anxiety caused by the detection of ethylene oxide in samples from two batches (EXP: 2023.07.07 and 2023.07.19) (the “**Product**”).

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\$400 x the number of boxes of the Product purchased. (For example, if you purchase 1 box of the Product, you will receive NT\$400 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). We will do our best to answer your question in a clear and honest manner.