

# MECCA

## **Statement: Boxing Day Sale**

We're very sorry to customers who were disappointed by a product purchased during our recent Boxing Day Sale. This is not the experience we want anyone to have at MECCA and for that we sincerely apologise.

This year's Boxing Day Sale was our biggest to date. While the majority of products met our high-quality standards, a small number did not – and that is not good enough.

Nothing matters more to us than the trust our customers place in the products we offer. We have quality and freshness checks in place, and we're deeply disappointed that despite these safeguards, some products did not meet expectations.

We have launched an immediate review to understand how this occurred and to identify measures that can be implemented to avoid this happening again.

If any customer feels a Boxing Day Sale purchase wasn't right for them, we encourage them to get in touch. We'll provide a refund, no questions asked.

We're committed to looking after every customer impacted and to upholding the standards our community expects from MECCA.