

5 May 2026

[REDACTED]

Kia ora [REDACTED]

Official Information Act request 25.213

Thank you for your email received on 1 April 2026 asking for information under the Official Information Act 1982 (the Act) regarding your previous request about the health and wellness industry (our ref 25.172).

We respond to each part of your request in turn.

Part 1 of your request: Outcomes Breakdown

Of the 35 concerns received, please provide a breakdown of how each was resolved, including:

- *How many were closed with no further action, and on what grounds, and which traders they related to*
- *How many remain open or under assessment beyond the four currently noted, and which traders these relate to*
- *Whether any resulted in compliance advice, warning letters, enforceable undertakings, or court proceedings not captured in the three projects described, along with the name of the trader each related to.*

Our response

Of the 35 concerns received, 31 were closed with no further action (NFA). This includes two concerns that were previously being assessed. Refer to Annex 1 for traders and NFA reasons.

Two concerns remain open. As these matters are ongoing, we are not releasing the names of the traders.

There is no additional information attached to these concerns. However, concerns with NFA or those not directly linked to a project, may still contribute to/inform other activity.

Part 2 of your request: Chemist Warehouse concerns

Two concerns were recorded against Chemist Warehouse Limited. For each concern, please provide:

- *The nature of the complaint or enquiry (a general description, not personal details)*
- *The outcome, including whether any regulatory action was taken or the matter was closed*

Our response

The two concerns were:

- 1) The consumer alleged that they were given the wrong prescription without being asked first
- 2) The consumer alleged misleading claims are being made on TV about supplements.

The outcome of both concerns was that they were closed with no further action.

Part 3 of your request: Sunscreen SPF claims project

The response notes information letters were sent to 12 traders. Please provide:

- *The names of those 12 traders*
- *Whether any of those traders subsequently faced further regulatory action*
- *Whether the Commission considers the matter closed*

Our response

The names of the 12 traders: Adore Beauty Pty Ltd; Beiersdorf Australia Ltd t/a Nivea; Crackerjack Ltd; Edgewell Personal Care NZ t/a Banana Boat; Inova Pharmaceuticals (New Zealand) Limited (Invisible Zinc); Kao Australia t/a Bondi Sands Pty Ltd; Kenvue t/a Neutrogena; Kogan Australia Pty Ltd T/A Kogan.com, Dick Smith, Mighty Ape; Mecca Brands NZ Pty Ltd; Mooi Skin; Satini Cosmetic Clinic; and Woolworths, Australia.

None of the traders involved faced further regulatory action.

Each of these matters is now closed.

Part 4 of your request: Medsafe referrals

Three concerns were referred to Medsafe. Please provide:

- *The trader or business names associated with those referrals*
- *The nature of the concerns referred*
- *Any outcome information the Commission holds, including whether Medsafe took action*

Our response

Clarification: these concerns may include ones in which the Commission advised the submitter that they may wish to contact MedSafe.

The traders/business names associated with the referrals are: NZL Talentuuu; Nutracore NZ; Fruugo; and AJ & MJ Co Limited (Naturacoco).

The nature of the three concerns were:

- 1) Consumer alleged traders are advertising products as being endorsed by Diabetes NZ and Medsafe when they are not.
- 2) Consumer alleged that claims made by trader about a blood glucose monitor are false and misleading as it cannot perform the function it claims.
- 3) Trader was selling a product containing fluocinonide, which was not listed as an ingredient. The product has since been recalled by Medsafe, as it is a prescription steroid and the product didn't have consent to be sold in NZ.

One concern is still open, the other two were closed with no further action. The Commission generally does not receive information from other organisations once we have referred issues to them.

Further information

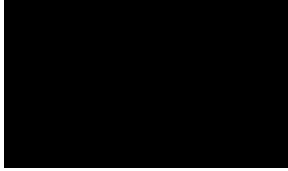
We hope this response has been helpful.

If you have any questions about this response, please do not hesitate to contact us at oia@comcom.govt.nz.

If you are not happy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

The Commission may publish this response on our website as part of our proactive release process. Any personal information will be redacted prior to publication.

Ngā mihi nui



Irené Kilford

Senior Advisor | OIA & Information

Annex 1

Trader	NFA reason
AJ & MJ Co Limited (Naturacoco)	3. Better suited to another agency
Alphainfuse	2. Unclear breach of law
Anagenix Limited (Anagenix)	2. Unclear breach of law, 9. No or limited trader/issue history
Cannabis Clinic Limited (Cannabis Clinic)	2. Unclear breach of law
Chemist Warehouse Limited	2. Unclear breach of law
Chemist Warehouse Limited, Pharmacy 277 Limited (Life Pharmacy Newmarket)	2. Unclear breach of law
Copper Copper	2. Unclear breach of law, 9. No or limited trader/issue history
Fruugo	2. Unclear breach of law, 3. Better suited to another agency
Global Science Technology Limited (Sensitivity Check New Zealand)	9. No or limited trader/issue history, 2. Unclear breach of law
Glowbody Limited	2. Unclear breach of law
Grounding Official	8. Untimely/Priority, 2. Unclear breach of law
Haleon New Zealand Ulc (Centrum)	2. Unclear breach of law
Happy Mammoth Llc	9. No or limited trader/issue history
Health By Logic	2. Unclear breach of law
Hydrotech Health Limited (Hydrotech)	2. Unclear breach of law, 9. No or limited trader/issue history
Hypnopulse Uab (Get-Hypnozio)	2. Unclear breach of law, 9. No or limited trader/issue history
Industry Wide	4. Better suited to private action
Lifestream International Limited	2. Unclear breach of law, 9. No or limited trader/issue history
Lulutox New Zealand	8. Untimely/Priority
Manyolo	2. Unclear breach of law, 9. No or limited trader/issue history
Medsafe Limited	2. Unclear breach of law
Melissa Espinasse	2. Unclear breach of law
Ministry Of Health	2. Unclear breach of law, 3. Better suited to another agency
Premium Grounding Pty Ltd	2. Unclear breach of law
Push Gummies Limited	2. Unclear breach of law
Radiant Health Limited	2. Unclear breach of law, 4. Better suited to private action
RNA Pet Health Limited	2. Unclear breach of law
Sensitivity Check	2. Unclear breach of law
Tertiary Extracts Ōtautahi Limited (Everee Women)	2. Unclear breach of law

Trader	NFA reason
The Brothers Green Limited	2. Unclear breach of law, 9. No or limited trader/issue history
Unidentified Trader	2. Unclear breach of law