

# Complaints received by the Commerce Commission about Celebration Box Limited

Collated for OIA 18.222 and retrieved on 1 July 2019

## Legend

C Complainant  
T Trader

OIA 18.222	
Details	Summary
<b>Number:</b> ENQ0517712 <b>Date:</b> 10/09/2018 <b>Subject:</b> CELEBRATION BOX LIMITED, Bambi Boutique	C states that T: <ul style="list-style-type: none"><li>• uses influencers to promote/advertise products without the correct disclosure;</li><li>• blocks reviews or comments which are critical of its products;</li><li>• blocks consumers who complain about its products</li><li>• does not offer refunds for misleading or missing products (C states that products are often not as described or not delivered);</li><li>• is fraudulently misrepresenting the value of the company in order to sell it for an inflated price; and</li><li>• offers a consultation tool which may be teaching others to artificially inflate company values in order to sell.</li></ul>
<b>Number:</b> ENQ0517850 <b>Date:</b> 11/09/2018 <b>Subject:</b> CELEBRATION BOX LIMITED	C sent a photo of the product advertised and a photo of the product received. C states that it is false advertising.

## OIA 18.222

Details	Summary
<b>Number:</b> ENQ0517740 <b>Date:</b> 10/09/2018 <b>Subject:</b> CELEBRATION BOX LIMITED	<p>C ordered a product from T which did not match the advertised description. Not all of the items listed were delivered and an add item on was replaced with an item of lesser value, without consultation. C's complaint to T was not answered and another complaint via social media was removed.</p>
<b>Number:</b> ENQ0517701 <b>Date:</b> 07/09/2018 <b>Subject:</b> CELEBRATION BOX LIMITED	<p>C received a product which looked "nothing like" the product they ordered. The order was delivered late which made the donuts stale. T would not address C's complaint. T then stated publicly that it has addressed all customer complaints, which C states is untrue.</p>
<b>Number:</b> ENQ0519534 <b>Date:</b> 07/11/18 <b>Subject:</b> CELEBRATION BOX LIMITED	<p>C ordered an item of food and T sent it for delivery a day early, which meant it sat in a courier van or warehouse overnight. C is unhappy the item was sent early and sat in what C feels is an unsanitary location.</p>

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