

MUJI (SINGAPORE) PTE LTD
A&P Department

Press Statement

Re: Investigation into claims regarding MUJI's manufacturer

Singapore, November 19, 2018:

Our attention has been drawn to claims made by a certain third party retailer regarding it having items produced by the same direct manufacturer as MUJI.

The investigations for these claims are ongoing. However, we currently believe that a number of the products in question were not, in fact, produced by MUJI's manufacturers. For instance, although this third party retailer sells an eye lash curler which appears to be identical to MUJI's "EYELASH CURLER", stating that the product is made by the same manufacturer used by MUJI, our authorized manufacturer for MUJI's "EYELASH CURLER", which is a well-known Japanese company, has confirmed to us that the eye lash curler in question has never been manufactured or supplied by the manufacturer and/or its licensee. We have also undertaken an examination of some of the products sold by the third party retailer. Our observations are that some of these products which we actually investigated do not represent the standard or the quality that MUJI would expect of products sold under MUJI's name.

A number of the products offered by the third party retailer do appear to be similar in design to products designed and sold by MUJI. From our examination, we also determined that at least one of the third party retailer's products bore a tag that had MUJI's name on it, and another bore MUJI's customer service contact number. This use of our brand name and phone number was not authorized. Additionally, there was a product sold by this third party retailer that looked strikingly similar to MUJI's "Beads" sofa which had a tag bearing MUJI's name. We have spoken with the manufacturer which makes MUJI's "Beads" sofa, who has confirmed that it has never manufactured or supplied that product to any retailer other than us.

MUJI did not, and does not, authorize the use of its name, numbers, or any of its designs, by this third party retailer. MUJI cannot also be in any way responsible for the products sold by this third party retailer.

MUJI is concerned by this third party retailer's actions, especially in circumstances where this third party retailer has used MUJI's name to assert that their products embody the same quality as those sold by MUJI, when this may not be the case.

In the course of MUJI's investigations, we reached out to the third party retailer to verify their claims that their products originated from MUJI's manufacturers. To date, we have not received any response from the third party retailer.

We would like to thank everyone who has shown concern over this matter. MUJI takes the quality of its products and the trust of its customers very seriously, and has always maintained a close working relationship with its manufacturer.

MUJI remains committed to providing quality goods and improving our value-based pricing while developing products that build links among regions, people and craftsmen to create empathy and consensus to all its valued customers.

Thank you.