

The Next logo, consisting of the word "next" in a white, lowercase, sans-serif font on a dark rectangular background.

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Duty Manager
Trading Standards
County Hall
Glenfield
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LE3 8RA

13 January 2012

Dear Sirs

Rochelle Hendon Stone Sofa, item number 804223, pricing error

Further to our discussion with your office yesterday I can confirm that there has been a pricing error on the Next website/telephone ordering system.

Due to human error the Rochelle Hendon Stone Sofa, item number 804223 was incorrectly priced. The correct price for the sofa is £599, or £1098 if 2 were bought in the multi buy offer. However the website displayed the price in some cases as £99 for one sofa. In other cases the website correctly displayed the charge for one sofa as £599, however two sofas were shown as costing £98. This was clearly a mistake and many customers were made aware of the mistake via the website www.hotukdeals.com.

As discussed Next have written to affected customers and cancelled the orders. Where customers paid using their Next Directory Account the account will not be charged. Where customers paid by credit or debit card refunds have already been actioned.

Please do not hesitate to contact us if you need any further information regarding this matter.

Yours sincerely


Legal Department
Next Retail Limited