



PRESS RELEASE

For Immediate Release:

16th March, 2020

Nairobi

The Competition Authority of Kenya (“the Authority”) has issued a **remedial order** to Cleanshelf Supermarkets after investigations determined that the retailer unconscionably adjusted prices of Tropikal brand hand sanitizers (500ml) in contravention of the Competition Act No.12 of 2010.

Pursuant to the Authority’s *suo moto* investigations under Section 70A of the Act, the Authority established that the retailer has been unconscionably adjusting the prices of Tropikal brand hand sanitizers in contravention of section 56(1) of the Act, which states “ *it shall be an offence for a person in trade in connection with the supply or possible supply of goods or services to another person, to engage in conduct that is, in all the circumstances, unconscionable.*”

Cleanshelf Supermarkets normally retails the specific hand sanitizers at Kes. 800/=. However, the Authority has determined that the retailer on 15th March 2020 sold the same batch of product to consumers at varying amounts above Kes. 800/=. including Kes. 1000/=. with the prices increasing within hours.

The retailer therefore exploited its relative strength as a retailer to commercially detriment consumers whose bargaining position has been diminished following the pronouncement of existence of COVID-19 in Kenya.

The Authority has therefore ordered Cleanshelf to **contact and refund ALL** the consumers who purchased the 960 pieces of the Tropikal brand hand sanitizers above the usual selling price and submit evidence to support the same **by 26th March 2020**.

The Authority appreciates members of the Public for availing the necessary information to conduct the investigation. It is on this basis that we are encouraging persons with information relating to the above contravention to submit the same to the Authority whose offices are located at Kenya Railways Staff Retirement Benefit Scheme Block D, 1st Floor, Haile Selassie Avenue, P.O Box 36265-00200 Nairobi or vide Email: info@cak.go.ke, Tel: [+254 20 2779000](tel:+254202779000)/[+254 20 2628233](tel:+254202628233)

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