



**Ziera Retail Australia Pty Limited (Administrators Appointed)
ACN 069 685 383 (Ziera)**

Ziera Policy Update No.2 – 1 October 2019

CUSTOMER POLICY

ONLINE ORDERS

Online orders will be processed and sent from the New Zealand warehouse. No new online orders are to be processed in store.

DEPOSIT OR GOODS ON LAY-BY

Complete sales if a deposit has already been paid if the outstanding balance is paid, subject to stock availability.

Deposits and lay-by payments cannot be refunded. If the stock is not available, the value of the deposit can be applied to purchase an alternate item. No new lay-by orders are to be accepted. A Proof of Debt (**POD**) for the balance owed can be completed by the customer.

UPDATED: Direct Delivery orders where full payment has been received may be fulfilled subject to stock availability. Direct delivery to stores for fittings will no longer continue.

GIFT CARDS AND STORE CREDITS AND PODIATRY VOUCHERS

UPDATED: Gift cards, store credits and podiatry vouchers can be redeemed in store only, if the total transaction is at least double the value of the gift cards or store amount used (i.e. for a \$100 gift card, the transaction must be at least \$200).

If customers do not utilise or are unable to utilise their gift cards or store credit in accordance with the abovementioned conditions, they can complete a POD for the balance they are owed.

No new gift cards or store credits are to be issued.

Westfield and other pre-paid credit card style gift cards are still to be accepted as normal.

AFTERPAY

UPDATED: Afterpay will continue as per previous Ziera Policy.

VIP PROGRAMME

Redemption of existing VIP points or related redemptions will no longer be allowed. The VIP point record will remain but will no longer be redeemable in store or online, with the redemption facility being removed from the POS system and website.

No new VIP memberships are to be created.

EXCHANGE/RETURN OF GOODS

Exchanges must be processed in a single transaction. No cash refunds or store credits should be issued for exchanged stock.

UPDATED: Returns will only be accepted by way of exchange and on a one for one basis (i.e. a pair of shoes exchanged for a pair of shoes, not for two pairs that meet the same value). No cash refunds should be issued for returned stock.

If customers wish to return but not exchange stock, they can complete a POD for the amount they are owed. A copy of the receipt signed by the sales assistant must be attached to the POD.

FAULTY GOODS AND WARRANTY

Ziera will continue to honour warranty claims in accordance with Ziera's existing policies.



UPDATED: Faulty goods policy will continue in accordance with the existing store policy for goods purchased (including goods purchased both prior to and after the Administrators appointment on 24 September 2019).

STAFF/STORE POLICY

STAFF DISCOUNTS AND SALES INCENTIVES

The Administrators have determined that the current 50% staff discount will be maintained, but will be limited to 5 pairs of shoes per season and will only apply to the RRP, not any discounted sales price. The sales incentive rewards for sale of current season shoes will no longer apply.

LEAVE ACCRUAL

Yes, during the Administration you will continue to accrue annual, long service and sick leave and other entitlements.

APPROVED LEAVE AFTER 24 SEPTEMBER 2019

Any leave that has been approved prior to the administration will be reviewed by the Administrators.

OVERTIME

The Administrators will attempt to avoid the using overtime. If overtime is needed, awards will still apply as per the standard industry rates, and be reflected in Time Filer payslips.

ALL UPDATED BELOW:

CASH FLOATS / PETTY CASH / EMPLOYEE REIMBURSEMENT

Cash floats are to be maintained at \$250.

The use of these funds for petty cash is acceptable to a daily limit of \$25 and is to be processed in the normal manner.

If you need to incur an expense outside the above limits, please seek approval from the Administrators prior to the expense being incurred.

RETURN OF GOODS

If customers wish to return but not exchange, then the return should be entered into the point of sale system and a receipt should be signed by the sales assistant and provided to the customer. A second copy of the receipt should be printed and held with the daily sales report to be emailed to as part of the normal end of month procedures.

DIRECT DELIVERY ORDERS

Direct Delivery orders cannot be processed via the store but can be facilitated by store staff contacting Customer Services to complete the order.

PRE-APPOINTMENT EMPLOYEE EXPENSES

Employees should submit a POD outlining any pre-appointment employee expenses made with evidence of the purchase attached.

MANAGEMENT ROSTERING

Store managers will continue to organise rostering with direction from Carole Lewis and the Administrators.

INTERSTORE TRANSFERS/ONLINE ORDERS

Store managers may request and action inter-store stock transfer to fulfil current online, or layby orders subject to stock availability, but all new online orders will be managed from the New Zealand warehouse.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) POLICY

NDIS scheme is to be honoured as per usual Ziera policy, and shoes only released upon remittance of NDIS payment, subject to stock availability.