



McGrathNicol

**McGrathNicol
Partnership**

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

Circular to Customers

Shaun Fraser and Kathy Sozou were appointed joint and several Voluntary Administrators (**Administrators**) of Ziera on 24 September 2019. The stores will continue to trade as usual until further notice however, a number of changes to policies will need to be made due to the financial circumstances of Ziera.

Gift cards, coupons and store credits

Ordinarily, gift cards and store credits represent an unsecured claim against Ziera and would not be able to be redeemed.

The Administrators have agreed gift vouchers and credit notes can be redeemed if an equivalent amount is spent in cash – that is, a \$100 gift voucher may only be used for a purchase of \$200 or greater. No further gift vouchers or credit notes will be issued during the Voluntary Administration (VA).

The Administrators will not allow for any redemption of VIP points during the VA.

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 Proof of Debt for the balance they are owed.

Deposits and lay-bys

Ordinarily, deposits or goods placed on lay-by represent an unsecured claim against Ziera and would not be able to be recovered.

However, during the administration period, the Administrators have agreed to complete sales if deposits have already been made subject to payment of the outstanding balance and 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.

Can I exchange my goods?

Exchanges must be processed in a single transaction and are subject to stock availability. The Administrators will not issue or authorise any cash refunds or store credits for exchanged stock.

Can I return my goods?

Returns will only be accepted by way of exchange. The Administrators will not issue or authorise any cash refunds for returned stock.

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

Faulty goods or warranty claims?

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In association
with



Liability limited by a scheme approved
under Professional Standards Legislation

**ADVISORY
RESTRUCTURING**



Faulty goods policy will continue in accordance with the existing store policy for goods purchased on or after 24 September 2019.

For goods purchased prior to 24 September 2019, customers should or complete a Proof of Debt form.

Placed deposit after the date of Administration?

Any sale transaction entered into by deposit after the date of the Administration is guaranteed by the Administrators.

More information

All customer and operational queries should be directed to ZieraGeneral@mcgrathnicol.com. Any queries in relation to the Administration can be emailed to ZieraGeneral@mcgrathnicol.com.

Enclosure:

Proof of Debt form