



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

Ziera Policy Updates

25 September 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 for the balance owed can be completed by the customer.

GIFT CARDS AND STORE CREDITS AND PODIATRY VOUCHERS

Gift cards and store credits 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 Proof of Debt 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.

No vouchers for referrals from podiatrists will be accepted during the administration.

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.

Returns will only be accepted by way of exchange. No cash refunds should be issued 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 AND WARRANTY

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

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



STAFF 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.

EMPLOYEE REIMBURSEMENT

If you need to incur an expense in the ordinary course of business, please seek approval from the Administrators prior to the expense being incurred.

OVERTIME

The Administrators will attempt to avoid the using overtime. If overtime is needed, awards will still apply as per the standard industry rates.