

Frequently Asked Questions

For Employees

What will happen to the stores?

- The Administrators will immediately close all Australian stores and proceed to recover any stock or other assets at the stores.
- All employment arrangements are terminated at the appointment date of the Administrators. Employees will be provided with written notice to this effect as soon as possible.
- Employees holding any company property or access keys must immediately return these to their nearest company store location.
- The Administrators may require the services of some staff to assist in the first week of the administration. These staff will be contacted directly by the Administrators in relation to their temporary employment arrangements.
- Should employees have any personal property at a company store location and are unable to arrange for its collection, please email kitandace@deloitte.com.au with details of the property.

Wages and Entitlements

- Employees' wages and entitlements will be paid up to date of their termination by the Company.
- Any employees retained by the Administrators will have their wages and entitlements for their period of employment with the Administrators paid in full, by the Administrators.
- Employees who believe their entitlements were not paid correctly by the Company can email kitandace@deloitte.com.au with their details.

Additional Information

- For general information regarding the voluntary administration process, please refer to Information Sheet 75 Administration: a Guide for Employees, which can be downloaded at: http://download.asic.gov.au/media/1348520/Voluntary_administration_guide_for_employees.pdf.

Frequently Asked Questions

For Customers

Gift Vouchers

- Gift vouchers are no longer available for purchase and will not be redeemable.
- All customers holding a gift voucher will be able to lodge a pre-appointment creditor claim against the Company. Any queries regarding gift vouchers or lodging a claim should be directed to Sam Winterflood of Deloitte on (07) 3308 7593 or email at kitandace@deloitte.com.au.

Returns

- The Administrators are unable to return or exchange any goods.

Incomplete Orders

- Incomplete orders will not be able to be completed. Customers who have placed an order but not yet received their goods should provide their details to kitandace@deloitte.com.au.
- All customers with an incomplete order will be able to lodge a pre-appointment creditor claim against the Company.

For Landlords

- Staff are asked to direct enquiries from landlords to Jessica Cairns of Deloitte on (07) 3308 7144 or email at jcairns@deloitte.com.au.

Media Enquiries

- All staff are requested not to deal with media enquiries. All media should be directed to Deloitte, via Mr Simon Rushton (02) 9322 5562 or at srushton@deloitte.com.au.

Frequently Asked Questions

For Creditors and Suppliers

Will I be paid?

- All amounts owing to the creditors at the date of the Administrators' appointment, 26 April 2017, are frozen.
- No payment can be made in relation to this debt during the Administration process, however you will be able to lodge a pre-appointment creditor claim against the Company.
- All enquiries regarding the lodgement of a pre-appointment creditor or supplier claim against the company should be directed to Sam Winterflood of Deloitte on (07) 3308 7593 or email at kitandace@deloitte.com.au.

What about future orders?

- Only orders authorised by the Administrators (i.e. with an Administrators' representatives signature) will receive payment. Payment for these authorised orders is guaranteed, as the Administrators' are personally liable for goods they purchase.

Staff are asked to direct enquiries from suppliers to Sam Winterflood of Deloitte on (07) 3308 7593 or email at kitandace@deloitte.com.au.

For Suppliers who are seeking the return of their stock

Suppliers are not permitted to collect their goods without a member of Deloitte being present. Suppliers wishing to either collect their goods or claim a "retention of title" should be directed to contact Jessica Cairns of Deloitte on (07) 3308 7144 or email at kitandace@deloitte.com.au.

If you have any other questions regarding the administration, please contact Deloitte representatives Sam Winterflood on (07) 3308 7593 or Jessica Cairns on (07) 3308 7144 or email at kitandace@deloitte.com.au