



## FREQUENTLY ASKED QUESTIONS

### BARDOT CUSTOMERS

#### **Appointment background**

On 28 November 2019, Brendan Richards and Ryan Eagle of KPMG were appointed joint and several Voluntary Administrators of Bardot Pty Ltd by the Company's Director. Subsequently on 25 March 2020 the Company was placed into Liquidation and Brendan Richards and Ryan Eagle of KPMG were appointed joint and several Liquidators.

#### **What does this mean?**

The Liquidators now control the business and its operations. The Company continued to trade on as business as usual until 22 March 2020 when the Company ceased store operations and closed all remaining stores.

#### **I want to speak with someone from the Liquidators' office**

Please visit our website at [www.kpmg.com/au/bardot](http://www.kpmg.com/au/bardot) for further information.

### GIFT CARDS

#### **I have a gift card / credit note / return voucher issued prior to 28 November 2019, can I still use it?**

No. Legally customers with gift cards and credit notes issued prior to the appointment of Administrators stand as an unsecured creditor of the Company. Unsecured creditors may wish to submit a formal Proof of Debt Form, please email KPMG at [bardotcustomers@kpmg.com.au](mailto:bardotcustomers@kpmg.com.au) to request a form.

The Liquidators currently don't believe there will be sufficient realisations from Bardot's assets to facilitate a distribution to unsecured creditors.

#### **I have a credit note / return voucher issued after 28 November 2019 (post appointment), how can I use it?**

Please email a copy of your credit note / return voucher to [hello@bardot.com](mailto:hello@bardot.com) and the team will provide you with further instructions.

#### **I have a gift card, credit note or return voucher which is expired, can I use it?**

No, no extensions to expiry dates can be provided.

#### **I would like to buy a gift card, can I?**

No, no new gift cards will be issued.



## REFUNDS / EXCHANGES

### **I recently purchased a product and I have changed my mind, can I return it for a refund?**

#### *In-store purchases*

Please refer to the return policy printed on your receipt. Should you be eligible for a return, please email an image of your full receipt, the items you wish to return and why to [hello@bardot.com](mailto:hello@bardot.com). The team will confirm your eligibility and provide you with further instructions.

#### *Online purchases*

The return policy for online purchases can be found on the Company's website.

(Please note: when a return voucher is issued it must be redeemed on a \$1 for \$1 basis as stated above.)

### **I purchased a product and it is faulty, what happens now?**

Faulty returns purchased before Thursday 28 November 2019 (pre appointment)

Customers with faulty goods purchased prior to appointment stand as an unsecured creditor of the Company. Unsecured creditors may wish to submit a formal Proof of Debt or Claim Form, please email KPMG at [bardotcustomers@kpmg.com.au](mailto:bardotcustomers@kpmg.com.au) to request a form.

The Liquidators currently don't believe there will be sufficient realisations from Bardot's assets to facilitate a distribution to unsecured creditors.

Faulty returns purchased after Thursday 28 November 2019 (post appointment)

These faulty returns are to be treated as per the current P-OP-4 Faulty Policy. This means that a refund can be given.

Please email an image of your full receipt and the faulty item to [hello@bardot.com](mailto:hello@bardot.com). The team will assess the item for a fault and provide you with further instructions.

### **I have an issue with a transaction made in the last 14 days and my local store is now closed, who can help me?**

Please email a description of the issue as well as an image of your full receipt to [hello@bardot.com](mailto:hello@bardot.com) and the team will work with you to a resolution.

### **For further enquiries and assistance please contact us at:**

#### **Bardot**

Bardot Customer Service

T: 1300 466 526

T: 03 9420 7971

E: [hello@bardot.com](mailto:hello@bardot.com)

#### **KPMG**

KPMG Customer hotline

T: +61 3 8663 8713

E: [bardotcustomers@kpmg.com.au](mailto:bardotcustomers@kpmg.com.au)