



## **FREQUENTLY ASKED QUESTIONS – VERSION 4 CUSTOMERS**

### **Appointment background**

On 15 January 2019 Brendan Richards and Gayle Dickerson of KPMG were appointed joint & several Voluntary Administrators over Specialty Mens Apparel Pty Ltd (Trading as 'Ed Harry') ("the Company") by the Company's Directors.

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

The Administrators now control the business and its operations.

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

Given the volume of calls currently being received, please send an email to the dedicated email address at [edharry@kpmg.com.au](mailto:edharry@kpmg.com.au) and your enquiry will be addressed as soon as possible.

Alternatively, further information regarding the Administrators' appointment can be found at the following web page: <https://home.kpmg/au/edharry>

### **I have a Gift Card, can I still use it?**

The moratorium to redeem Gift Cards expired on 15 February 2019. Should you have an unredeemed Gift Cards, you are an unsecured creditor of the company and will need to lodge a proof of debt form.

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

No, no new gift cards will be issued.

### **Can I purchase product using zip pay?**

No, we not be able to accept payments from customers using zip pay in store or on line.

### **I have a VIP card, can I use it?**

No, we will no longer be issuing or receiving any VIP cards from customers.



**I want to put a deposit down now for a product, can I?**

No, no new deposits are being accepted. You will need to complete your purchase in full.

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

All sales are final. Products cannot be exchanged or refunded.

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

All sales are final. Products cannot be exchanged or refunded. You are an unsecured creditor of the Company. Please submit a proof of debt.

**Please contact the Ed Harry head office for enquiries or assistance relating to:**

- **online orders and enquiries**
- **store enquiries**
- **customer enquiries**