

# **IMPORTANT NOTICE TO CUSTOMERS**

## **WARRANTIES FOR PRODUCTS PURCHASED DURING THE ADMINISTRATION OF GODFREYS**

On 30 January 2024, Stephen White and John Fisk of PwC New Zealand (the “Administrators”) were appointed as joint and several Voluntary Administrators of New Zealand Vacuum Cleaner Company Limited (Administrators Appointed) (trading as Godfreys) (the “Company”).

Customers who purchase products from the Company during the administration maintain their rights under the New Zealand Consumer Law, including their rights to repairs, replacements or refunds as provided for under that law.

However, during the administration (on and from 30 January 2024), the Company is no longer offering additional rights to customers including but not limited to:

- Express, voluntary or extended warranties;
- Manufacturer warranties on Godfreys brand products (for a list of Godfreys brands, please refer to the Godfreys website);
- Change of mind or money back guarantee refunds, exchanges and replacements; and
- Trade-in discounts.

By making a purchase during the administration, customers acknowledge that in relation to their purchases from Godfreys:

- They do not have any of these additional rights;
- The purchase is made on an as is where is basis; and
- The Administrators are without personal liability.

Any signage, packaging, documentation (including warranty cards or manuals) or website details that offer any such additional rights by the Company is revoked, invalid and withdrawn on and from 30 January 2024.

If you have any questions, please ask a staff member for assistance.

Stephen White and John Fisk  
Joint and Several Administrators

For further information:

<https://www.pwc.co.nz/services/business-restructuring/voluntary-administration/godfreys-nz-administrators-appointed.html#faq>