

Kleenmaid

Kleenmaid Group of Maroochydore Qld sold kitchen and laundry appliances direct to the public. On 9 April 2009 the Directors of Kleenmaid Group appointed voluntary administrators, John Greig, Richard Hughes and David Lombe of Deloitte Touche Tohmatsu, to take control of the group.

If consumers are waiting to receive goods

- The administrator has asked that consumers who have paid a deposit or in full outline their particular circumstances in an email to kleenmaid@deloitte.com.au
- Consumers can refer to the website www.deloitte.com.au or contact the office in Sydney on (02) 9322 7000 to discuss the issue.
- If consumers paid by credit card they should contact their credit provider to see if they can claim a charge-back.

Warranty issues

The normal statutory warranty conditions apply. This means that goods must be of a reasonable quality and must last for a reasonable period of time with respect to the price paid, the type of item, etc. Consumers should:

1. Go back to the retailer (or whoever supplied the item) in the first instance.
 - Consumers may be asked to pay something towards the cost of repairs.
 - **If consumers bought the item from a Kleenmaid outlet that is no longer trading, then they will need to contact the administrator.**
 - If the goods were arranged by a builder as part of a kitchen renovation or a new home being built then contact the builder.
 - It will then be up to the retailer or builder to make a claim against the manufacturer.
2. If the matter is not resolved then consumers may contact the administrator.
 - Put your request in writing, with an email to kleenmaid@deloitte.com.au
 - Consumers can refer to the website www.deloitte.com.au or contact the office in Sydney on (02) 9322 7000 to discuss the issue.
3. Consumers can also contact the Office of Consumer and Business Affairs for advice, by phoning 8204 9777, or 131 882 for country callers (local call cost).

For service issues, the Kleenmaid website www.kleenmaid.com.au has a list of service providers, or for a spare parts enquiry phone 1800 025 139.