

8 January 2016

FREQUENTLY ASKED QUESTIONS

CUSTOMERS

Appointment background

On 4 January 2016 James Stewart, Jim Sarantinos and Ryan Eagle were appointed Receivers and Managers over Dick Smith Holdings Limited (DSH) and a number of associated entities including Dick Smith Electronic Pty Ltd (DSE), by a syndicate of lenders which hold security over the Group as a result of the Group's Directors' placing DSH into voluntary administration.

What does this mean?

The Group is continuing to trade on a business as usual basis. However, the Receivers now control the business and its operations.

I want to speak with someone from the Receivers' office

Given the volume of calls currently being received, please send an email to the dedicated Dick Smith email address at dicksmith@fh.com.au and your enquiry will be addressed as soon as possible.

I have a gift card, can I still use it?

Unfortunately, previously issued gift cards will not be accepted. You can lodge a claim with the Voluntary Administrators, McGrath Nicol for the outstanding dollar value of your gift card. The McGrath Nicol hotline details are:

Dick Smith Hotline
1300 853 481
dicksmith@linkmarketservices.com.au

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

No, no new gift cards will be issued.

I have paid a deposit for product, what happens now?

You can still proceed with the purchase, so long as you are paying the balance of the purchase price, the product is in stock and you are collecting the product within 7 days from notification by the store to collect the product. Unfortunately, we are unable to extend the terms for purchase of the product.

What if I can't pay the balance for the product within 7 days of notification?

Unfortunately, deposits **cannot** be refunded and deposits for items not collected within 7 days from notification by the store to collect the product will be forfeited.

I have paid for a product in full however, I have not collected the product, what happens now?

If you have paid for the product in full, but not yet collected it, you can still collect the product subject to availability. You will need to contact the store to arrange collection.

If the product cannot be supplied, you will be an unsecured creditor of DSE and will need to lodge a claim with McGrath Nicol, the Voluntary Administrators. The McGrath Nicol hotline details are:

Dick Smith Hotline
1300 853 481
dicksmith@linkmarketservices.com.au

I ordered a product online and paid in full however, I have not collected the product, what happens now?

If you have paid for the product in full, but not collected it, you can still collect the product subject to availability. You will need to contact the store to arrange collection.

If the product cannot be supplied, you will be an unsecured creditor of DSE and will need to lodge a claim with McGrath Nicol, the Voluntary Administrators. The McGrath Nicol hotline details are:

Dick Smith Hotline
1300 853 481
dicksmith@linkmarketservices.com.au

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?

As detailed in the Dick Smith Returns Policy, products cannot be refunded for change of mind purchases. However, you can exchange the item if you have the receipt, the product has not been used and it is in its original packaging.

I purchased a product and I haven't used it but would like to exchange it, can I?

Yes, you can exchange the item, so long as you have your receipt, the product has not been used and it is in its original packaging.

I purchased a product on or before 4 January 2016 and it is faulty / no longer working, what happens now?

For branded products, please contact the manufacturer directly.

For Dick Smith branded products, you are an unsecured creditor of DSE. Please contact the Voluntary Administrators, McGrath Nicol to lodge your claim with them. The McGrath Nicol hotline details are:

Dick Smith Hotline
1300 853 481
dicksmith@linkmarketservices.com.au

I purchased a product on or after 5 January 2016 and it is faulty / no longer working, what happens now?

DSE's existing returns policy is continuing. Please refer to the DSE Returns Policy located on the Dick Smith website for further information.

When I purchased my product, I also purchased an extended warranty, what happens now if I need to make a claim?

For extended warranty purchased prior to 1 October 2015 we understand that this cover remains valid. Please refer to the Extended Warranty brochure, provided at the time of purchase, for details regarding your rights available under the Extended Warranty.

For extended warranty purchased during the period 1 October 2015 to 4 January 2016, this cover is currently under consideration by the external provider and is expected to be resolved shortly.

For extended warranty purchased on or after 5 January 2016, this cover remains valid. Please refer to the Extended Warranty brochure, provided at the time of purchase, for details regarding your rights available under the Extended Warranty.

I have purchased products from 'Electronics powered by Dick Smith' within David Jones, what happens now?

If you have changed your mind about your purchase or wish to cancel your order from Electronics powered by Dick Smith within David Jones or from David Jones webstore (including audiovisual, computing, sound, mobile phones and tech accessories), David Jones will offer you a refund or exchange provided that:

- You have produced satisfactory David Jones Proof of Purchase; and
- The item is in a saleable condition (i.e. the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn, unused and as sold); and
- The item is not a Special Exception (refer to the David Jones website for details of Special Exceptions).

If you are unable to provide satisfactory David Jones Proof of Purchase for an item purchased from Electronics powered by Dick Smith, David Jones is unable to provide you with a refund or exchange.

If the item purchased from Electronics powered by Dick Smith within David Jones is faulty or not fit for purpose, we encourage you to contact the manufacturer directly to make a claim. If you require assistance contacting the manufacturer please contact David Jones Customer

Relations Team via email at [davidjones.com.au/Contact-Us/Customer-Feedback](mailto:contact@davidjones.com.au) or on (02) 9266 5544.

I have purchased a product from the Move at Sydney Airport store, what happens now?

Returns and exchange of items purchased from Move at Sydney Airport will continue to be processed in line with the current Heinemann terms and conditions. Please contact the Heinemann customer contact centre for any returns / exchange queries:

Heinemann Australian toll-free Service Hotline

1800 46 46 66

International calls:

+61 2 9667 6800

E-Mail: service@heinemanndutyfree.com.au

For further enquiries and assistance please contact us at:

1300 366 644 for online orders and enquiries.

1300 660 054 store enquiries, repair enquiries and tech support.

03 9604 5663 for customer enquiries.

or via the 'Contact Us' page on the Dick Smith website.