

Bathstore.com Limited ('the Company')

Ryan Kevin Grant and Antony David Nygate of BDO LLP were appointed Joint Administrators of the Company on 26 June 2019.

The Joint Administrators are agents of the Company and act without personal liability.

CUSTOMER QUESTIONS AND ANSWERS

26 June 2019

Bathstore.com Limited - in Administration ('the Company')

High Level Overview

This document has been prepared in order to provide high level information for customers who may have been affected by the Administration of the Company and who may have a claim against the Company. The information provided is to assist customers and is not deemed to be specific advice to customers or an admission of any claim that you may have against the Company. This document is intended for use of the customers of the Company only.

- ON APPOINTMENT THE STORES WILL REMAIN OPEN TO SELL PRODUCTS ONLY AND TO FULFILL AS MANY ORDERS AS POSSIBLE, BUT THERE WILL NOT BE ANY INSTALLATION SERVICES, FOR AN UNKNOWN PERIOD OF TIME.
- PLEASE DISCUSS YOUR ORDER WITH THE STORE PRIOR TO TAKING ANY STEPS LISTED BELOW AS WE ARE LOOKING TO COMPLETE AS MANY ORDERS AS POSSIBLE.

Customer Information

- You will be contacted by the Company either by phone or email by Bathstore staff regarding your outstanding order as soon as possible. You may also contact the store directly.
- There are a number of scenarios that could apply to customers, summarised as follows:
 - Customers who have paid for orders and the goods have not been delivered;
 - Customers who have received goods, paid for orders and are awaiting installation of those goods; and
 - Customers who have received goods, paid for orders and goods are partially installed.
- The actions and claims available to customers are detailed on the next page. Customers should contact
- As the Company is in Administration it cannot refund any customer deposits that have been paid prior to the Administration.

Customer Claims - Questions and Answers

Questions	Answers
I have pre paid an order but the goods have not been delivered? What can I claim?	<ul style="list-style-type: none">■ You will be contacted by the store either by phone or email and they will inform you whether your order will be delivered. The Company no longer has an installation service.■ If you are informed the Company cannot fulfil your order, you should make alternative arrangements with a new supplier at your cost.■ If goods are not delivered you may claim for amounts to the value of your order and any installation costs you may have paid.
I have received and paid my order and am awaiting installation. Will my order be installed? What can I claim?	<ul style="list-style-type: none">■ The Company is no longer able to offer installations services. Customers should make alternative arrangements at their own cost.■ If goods are delivered but not installed you can claim for amounts to the value of the installation cost that you have paid.
I have received and paid for goods and installation, which has started. Will the installation be completed? What can I claim?	<ul style="list-style-type: none">■ The Company is no longer able to offer installation services. Customers should make alternative arrangements to complete the installation of their goods at their own cost.■ If goods are delivered but only partially installed you can claim for a proportion of the installation cost you have paid.
How can I claim?	<ul style="list-style-type: none">■ Customers should contact their bank/credit card provider or Paypal to obtain refunds (see later in this document for further information).■ If you are successful in claiming against your credit / debit provider you will not be able to make a claim against the Company. The credit / debit card provider will make a claim instead to the value they have paid you.■ If you have paid by cash or cheque or the above options are not available, customers may make a claim against the Company as an unsecured creditor. To do so please contact the Joint Administrators at BSCOM@bdo.co.uk to inform them of your claim.

Customer Claims - Questions and Answers

Questions	Answers
<p>I have paid on my credit / debit card or via Payal, how should I claim?</p>	<ul style="list-style-type: none"> ■ If customers have paid a deposit for goods or services by credit or debit card or via Paypal and the goods or services (including installation) are not going to be received, you may be able to get your money back by claiming a refund from your card issuer. ■ If you think this may apply to you, you should make contact with your card issuer as soon as you can to understand what financial protection you may be entitled to. ■ Further information (including time limits that apply) is available from the UK Cards Association, a consumer guide can be found at www.theukcardsassociation.org.uk. ■ The contact number for your credit or debit card issuer may be located on the reverse of your card (otherwise it can be found online). The card issuer is the bank which issued the card to you, not the payment processor. For example, if you have a Lloyds MasterCard, the card issuer is Lloyds (not MasterCard). ■ If you paid by credit card, you may have a claim against your credit card issuer under section 75 of the Consumer Credit Card Act 1974 for the cost of your order and any additional costs reasonably incurred as a result of the Company's insolvency. Please contact your credit card issuer for further details on eligibility, which costs may and may not be covered, how to make a claim and the timescale in which to make a claim.
<p>I wish to make a warranty claim against the Company for goods I have purchased from the Company or Haus? How do I do this?</p>	<ul style="list-style-type: none"> ■ As the Company is in Administration it is unable to honour any warranty the Company has provided for parts and labour. ■ The costs of additional labour or replacement parts are the customer's responsibility. ■ As detailed above you should contact your credit card provider to understand if you are eligible to make a claim relating to warranty claims. ■ If you are unable to claim under Section 75 (as detailed above) you may have a claim against the Company. To make a claim please contact the Joint Administrators at BSCOM@bdo.co.uk to inform them of your claim.
<p>How will the Joint Administrators update me about my claim?</p>	<ul style="list-style-type: none"> ■ The Joint Administrators are required to report to creditors during the course of the Administration. This report will include an update on the progress of the Administration and the likelihood and quantum of dividends to creditors and also an estimate of the timescale to pay a dividend, if applicable. ■ Creditors will receive a formal notification of the Administration which will include how customers can register to receive alerts of reports from our portal. ■ Please also note that statutory reports for the Company will also be filed at Companies House.
<p>I have a finance agreement with Hitachi in respect of the goods I purchased. What should I do?</p>	<ul style="list-style-type: none"> ■ Your agreement with Hitachi is between you and Hitachi. The agreement is not with the Company. ■ If you have any queries regarding your agreement you should contact Hitachi direct on the contact details you have in your possession.

Useful Information

PLEASE NOTE:

The appointment of the Joint Administrators are personal appointments. BDO LLP does not assume any responsibility and will not accept any liability to any person in respect of this document or the conduct of the Administration.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.