



Trev Terry Marine Limited (In Receivership) ('TTML' or the 'Company')

As at 13 March 2024

Your business is important to us and we appreciate your support.

On 23 February 2024, TTM was placed into receivership. The receivership strategy is business as usual at present and the Receivers continue to trade the business as a going concern pending a sale process being completed to try and find a new owner. That sale process is underway.

The Receivers and Trev Terry Marine staff are working with key stakeholders, including suppliers and customers.

Retail – Hamills, Chandlery, and Marine Gear:

Will gift cards be honoured?

Gift vouchers can no longer be sold and we are not accepting gift vouchers during receivership.

Gift Exchange Receipts are no longer available in store.

The Receivers shall have no personal liability under or in respect of any sale transaction including any gift voucher, and in particular, to the maximum extent permitted by law, any personal liability of the Receivers in respect of any guarantee, warranty or undertaking relating to any goods sold is excluded.

Are returns and exchanges being authorised?

We are unable to provide item returns, refunds or credits except to the extent required by consumer law.

We are however happy to exchange items in-store that are in a resalable condition (at the discretion of TTM staff) for the same item in a different size, subject to availability.

If you have purchased online, you need to contact the customer service centre on 07 378 7779 or email at sales.hamills@ttm.nz.

Can my existing lay-by be completed, and will new lay-bys be offered?

Existing lay-by transactions can be completed by paying the balance outstanding. No new lay-by or after pay transactions can be offered by Trev Terry Marine in receivership. Cash, Credit Card or EFTPOS are the only accepted forms of payment.

What happens if I buy faulty goods or goods are not supplied, will they be replaced or refunded?

We will refund or replace faulty goods, subject to availability to the extent required by consumer law.



Will my online purchases be delivered within the delivery period?

There was a delay in delivery in the early stage of the receivership due to supplier issues and the large number of online purchases made over the past two weeks. This issue has now been resolved, and deliveries have resumed.

Will I be able to obtain a refund for online purchases during the receivership?

We will not process refunds for online purchases post receivership unless it is required by consumer law.

What happens if I have returned items prior to the receivership date and have not yet received my refund?

Goods that were purchased online and subsequently returned through the mail before the receivership date in accordance with the company's policy will be refunded.

Where can I obtain further information?

The Receivers can be contacted via phone or email or via the branch manager.

Some information is available via <https://www.calibrepartners.co.nz/flx-creditor/trev-terry-marine-limited/>

If it is urgent please contact Alistair McDermott on phone 021 498 350 or Matt Walsh on phone 027 824 8330.