

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.

Boat Servicing:

Will my service warranty be honoured?

Warranties for service labour will be provided for 30 days during the receivership.

Manufacturers' warranties will remain unchanged and /or based on consumer law. Customers should check with manufacturer information for any warranty provisions. Trev Terry staff can assist you with this. For example <https://www.mercurymarine.com/au/en/parts-and-service/service-and-support/warranty-coverage-and-product-protection>

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 or parts not supplied, replacement subject to availability, and to the extent required by consumer law.

If I pay for my part, will it be guaranteed for delivery?

During the receivership, any and all parts over \$500 (cost price) need to be paid for in full prior to order. There was a delay in delivery in the early stage of the receivership but that has now been resolved. The parts supply chain is open and deliveries to service centres continue.

- We cannot guarantee delivery within tight timeframes however we would expect supply to be provided in the ordinary course. If an item is out of stock or not available TTM staff will communicate with you in the usual way.
- If a part is not supplied in receivership and has been paid for by the customer, then usual consumer guarantee provisions apply i.e. refunds will be honoured

I've paid my parts bill, why won't my boat be released?

Per usual terms, customers can collect their boats when service bills are paid in full.

What if I paid for a part pre-receivership that hasn't been ordered?

This will need to be dealt with on a case-by-case basis.



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.