

Hawkin’s Bazaar Limited (in Administration) – Frequently Asked Questions

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Frequently asked questions

General

What is an Administration?

An Administration is a UK insolvency procedure designed to protect a company whilst the Administrators try to rescue it through a sale and if that is not possible, by realising the assets of the Company for the benefit of the creditors.

Only Licensed Insolvency Practitioners can be appointed as Administrators to manage the Company's affairs during an Administration.

Is the business still trading?

The Administrators continued to trade the stores for a short period of time, however on 3 February 2020, all stores were closed.

I have a claim against the company. How do I submit my claim?

The Administrators have written to all known creditors of the company and invited them to provide details of what they are owed. Routinely, claims will not be acknowledged at this stage in the proceedings, but further information will be provided in due course as to the prospects of receiving any payment in respect of such claims.

You may directly email your claim to: Hawkins@moorfieldscr.com Please include 'Hawkin's Bazaar Creditor' in the email subject.

Customers

What will happen to Gift Cards?

The Administrators are not required to honour gift cards, and the legal stance is that you are a creditor of the Administration. However, in this instance, gift cards were honoured in stores, against the RRP value, not the discounted sales price.

As of 3 February 2020, all stores have now closed, therefore if you have an unused gift card, you are a creditor of the company, and you should submit your claim to the Administrators.

What is the exchanges policy?

Exchanges were accepted in store only, whilst the stores remained open. As of 3 February 2020, all stores are now closed, therefore exchanges can no longer be accepted. This does not affect Customers' Statutory Rights with regards to faulty merchandise.

What is the refunds policy?

The company can no longer accept returns for refunds. This does not affect Customers' Statutory Rights with regards to faulty merchandise.

I made an online order before the Administration; will I receive my item/s?

We are aware there are a number of customers that are awaiting online orders. These are unlikely to be fulfilled, and we are currently unable to confirm if we can offer a refund.

Please submit your claim to the Administrators, along with your order number and bank details. In the event we are able to offer a refund, your details will have already been logged on our system.

Can I still order online?

Customers will no longer be able to order goods online.

Am I able to track my order?

Unfortunately, we are unable to provide this service.

Further enquiries

Any other customer enquiries should be directed to hawkins@moorfieldscr.com.

Suppliers

Am I going to be paid my outstanding invoices?

Any balances outstanding as at the date of appointment of the Administrators, will rank as an unsecured claim against the company. Details on how to submit your unsecured claim are included in the letter which you will receive.

At this early stage, the Administrators cannot advise creditors on the likelihood or quantum of any distributions to creditors.

If you have not received a letter from the Administrators and believe that you are a creditor of the Company, you should send details of your claim to hawkins@moorfieldscr.com. Please include **Hawkin's Bazaar Creditor** in the email subject.

Who do I need to address future invoices to?

All invoices relating to the Administration should be addressed to *Hawkin's Bazaar Limited (in Administration)* along with a copy of the purchase order or email issued by the Administrators.

Please note that no payment can be made without a purchase order or email confirmation from the Administrators.

Purchase orders validly authorised by the Administrators or by one of their staff will be treated as an expense of the Administration and paid in full.

What if I have a retention of title claim or lien?

If you intend to claim a lien, retention of title or any other form of security, please advise the Administrators of your claim immediately in writing and forward any relevant supporting documents. Please email hawkins@moorfieldscr.com and include **Hawkin's Bazaar ROT** in the email subject.