

Department of Justice and Community Safety

Consumer Affairs Victoria

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PUBLIC WARNING NOTICE



Kingdom Warehouse

I, Nicole Rich, the Director of Consumer Affairs Victoria, issue this public warning notice (**notice**) under section 223 of the Australian Consumer Law (Victoria) (**ACL**) and section 228 of the , in respect of Kingdom Warehouse Pty Ltd (ACN 642 563 175) (**Kingdom Warehouse**).

Kingdom Warehouse is an online discount retailer that offers goods for sale through its website at www.kingdomwarehouse.com.au.

Since April 2020, Consumer Affairs Victoria has received 284 consumer contacts about the business conduct of Kingdom Warehouse. These consumer contacts include allegations that Kingdom Warehouse:

- accepted payment and failed to provide goods within a reasonable timeframe or at all; and
- failed to refund monies when requested.

I have decided to issue this notice as:

1. I have reasonable grounds to suspect that the conduct of Kingdom Warehouse described above may constitute a contravention of a provision of Chapter 3 or 4 of the ACL; and
2. I am satisfied that one or more other persons has suffered, or is likely to suffer detriment as a result of the conduct; and
3. I am satisfied that it is in the public interest to issue this public warning notice.

I urge consumers to be cautious about purchasing goods from Kingdom Warehouse. I also urge that any current customers of Kingdom Warehouse be wary of making further purchases and/or payment.

