

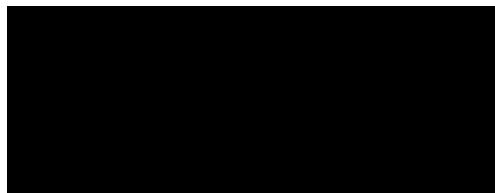
Department of Government Services

Consumer Affairs Victoria

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Our ref: C2023/10/011188

PUBLIC WARNING



I, Nicole Rich, the Director of Consumer Affairs Victoria issue this public warning under section 228 of the Australian Consumer Law and Fair Trading Act 2012 (ACLFTA), in respect of Ultimate Kitchen Design Pty Ltd trading as Ultimate Kitchens & Bathrooms (ACN 120 673 289) (Ultimate Kitchens & Bathrooms).

Ultimate Kitchens & Bathrooms is a Melbourne-based kitchen and bathroom renovation company with consumers engaging their services via the website, <https://www.ultimatekitchensandbathrooms.com.au/>.

I believe that issuing a public warning is in the public interest given the high level of recent contacts received by Consumer Affairs Victoria (CAV) in relation to Ultimate Kitchens & Bathrooms, and the concerning level of consumer detriment evident in these contacts.

Contacts to CAV include allegations that Ultimate Kitchens & Bathrooms:

- x has received payments for kitchen and bathroom renovation works; and
- x is failing to fulfil consumer contracts; and
- x is failing to respond to consumers.

I have decided to issue this public warning as I am satisfied that it is in the public interest to do so. Given the number and serious nature of the issues raised, I urge consumers to be cautious when dealing with Ultimate Kitchens & Bathrooms for their services.

If you have any concerns in relation to Ultimate Kitchens & Bathrooms