

JB Realisations Limited (formerly known as Jones Bootmaker Limited) (in Administration) ('the Company')

Frequently Asked Questions

On 26 February 2018 the Company entered Administration with Sam Woodward and Colin Dempster of Ernst & Young LLP appointed to act as Joint Administrators.

Following the appointment of the Joint Administrators 42 of the Company's 47 stores, and certain associated trading assets, were sold to Pavers Limited.

Customers

I purchased goods from Jones Bootmaker prior to 26 February 2018 using click and collect, and the store I selected to collect from is now closed. Will I receive my item?

The Administrators are in the process of assessing click & collect orders at closed stores.

We are seeking to bring all click and collect orders which were present and set aside ready for customer collection in closed stores at the point of Administration back to a central location. These orders will then be posted out to the relevant customer in due course.

If we are unable to locate your order, or if an order was not set aside in store ready for collection at the point of Administration, it will now not be possible to fulfil the order.

Unfortunately the Company is not able to refund any amounts paid prior to the Administration in relation to orders which are now not able to be fulfilled. Any sums paid by customers in this regard will rank as an unsecured claim against the Company.

In order to submit an unsecured claim against the Company please write to the address below providing further details of your order (e.g. order confirmation or receipt):

Click & Collect

JB Realisations Limited (in Administration)

c/o Ernst & Young LLP

2 St Peter's Square

Manchester

M2 3EY

I purchased goods from Jones Bootmaker prior to 26 February 2018 using click and collect, and the store I selected to collect from remains open. Will I receive my item?

Please attend the store (now operated by Pavers) to check the status of your order.

If Pavers are unable to assist and/or your order was not set aside in store ready for collection at the point of Administration, it will not be possible to fulfil the order.

Unfortunately the Company is not able to refund any amounts paid prior to Administration in relation to orders which are now not able to be fulfilled. Any sums paid by customers in this regard will rank as an unsecured claim against the Company.

In order to submit an unsecured claim against the Company please write to the address below providing further details of your order (e.g. order confirmation or receipt):

Click & Collect
JB Realisations Limited (in Administration)
c/o Ernst & Young LLP
2 St Peter's Square
Manchester
M2 3EY

I purchased items prior to 26 February 2018 that I now wish to return, can I request a refund?

As the goods were purchased prior to the Administration, any claim for a refund will rank as an unsecured claim against the Company.

To lodge a claim as an unsecured creditor, please write to the address below detailing the value of your claim with supporting information (e.g. order confirmation or receipt):

Customer Claims
JB Realisations Limited (in Administration)
c/o Ernst & Young LLP
2 St Peter's Square
Manchester
M2 3EY

I purchased goods online prior to 26 February 2018 which have not arrived, can I request a refund?

Unfortunately the Company is not in a position to fulfil orders outstanding at the date of Administration or to refund any amounts paid prior to Administration in relation to orders which have not been fulfilled. Any claim for a refund will rank as an unsecured claim against the Company.

To lodge a claim as an unsecured creditor, please write to the address below detailing the value of your claim with supporting information (e.g. order confirmation or receipt):

Customer Claims
JB Realisations Limited (in Administration)
c/o Ernst & Young LLP
2 St Peter's Square
Manchester
M2 3EY

I sent my shoes to be repaired prior to the Administration, however, that store has now closed. Will I get them back?

The Joint Administrators are in the process of assessing this position.

Please write to the address below providing further details of your items:

Shoe Repairs
JB Realisations Limited (in Administration)
c/o Ernst & Young LLP
2 St Peter's Square
Manchester
M2 3EY

I purchased goods on 26 February 2018 or later, who should I contact with any queries?

You should:

- attend your local Jones Bootmaker store (now operated by Pavers); or
- email the Pavers customer services team at helpdesk@pavers.co.uk; or
- write to Pavers at Catherine House, Northminster Business Park, Northfield Lane, Upper Poppleton, York, YO26 6QU

Can I get a refund from my card provider?

If you paid on a credit card for a single item with a value exceeding £100, you may be able to make a claim via your card provider under Section 75 of the Consumer Credit Act. You should contact your credit card provider directly.

Which stores were purchased by Pavers?

Store Name

Bath Cheap Street
Bluewater
Bournemouth
Bow Lane
Brighton
Bromley
Buchanan Galleries
Bullring Centre
Bury St Edmunds
Cambridge
Canary Wharf
Canterbury
Chester
Chichester
Cirencester
Eastbourne
Epsom
Fenchurch Street
Fleet Street
George Street
Guernsey
Guildford
Harrogate
Holborn
Horsham
Jermyn Street
Jersey
Kingston
Leicester
Liverpool
Manchester
Old Broad Street
Reigate
Salisbury
Shrewsbury
St Albans
Stamford
The Oracle Centre
Tunbridge Wells
Victoria
White City
Windsor

Which stores have closed?

Store Name

Beverley

Exeter

Wandsworth

Wells

Witney

Other creditors

I am a creditor of the Company, what do I need to do?

To lodge a claim as an unsecured creditor, please write to the address below detailing the value of your claim with supporting information (e.g. a statement, copy invoices, contract documentation):

JB Realisations Limited (in Administration)

c/o Ernst & Young LLP

2 St Peter's Square

Manchester

M2 3EY

Other matters

If the above does not address your query please call 0161 234 0524 or write to:

JB Realisations Limited (in Administration)

c/o Ernst & Young LLP

2 St Peter's Square

Manchester

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