



Department of Justice and Community Safety

Consumer Affairs Victoria

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Our ref: CF/22/6905

PUBLIC WARNING NOTICE



I, Nicole Rich, Director of Consumer Affairs Victoria, issue this public warning notice (notice) under section 223 of the Australian Consumer Law (Victoria) (**ACL (Vic)**) and section 228 of the *Australian Consumer Law and Fair Trading Act 2012*, in respect of Shade Solutions Australia Pty Ltd (ACN 619 316 371); Shade Solutions Australia (VIC) Pty Ltd (ACN 651 260 436) and Shade Solutions Australia (NSW) Pty Ltd (ACN 651 260 196) (all referred to as **Shade Solutions**).

Shade Solutions supplies and installs outdoor motorised awnings, retractable roofs and blinds for residential and commercial properties. It promotes its activities online at www.shadesolutionsaustralia.com.au, www.facebook.com/shadesolutionsaustralia.com.au/ and www.instagram.com/shadesolutionsaustralia/.

Since April 2018, Consumer Affairs Victoria has received more than 70 consumer complaints about the conduct of Shade Solutions. These consumer complaints include allegations that Shade Solutions accepted payment and failed to provide goods and services within agreed timeframes, within a reasonable time or at all.

I have decided to issue this notice as:

1. I have reasonable grounds to suspect that the conduct of Shade Solutions described above may constitute a contravention of a provision of Chapter 3 or 4 of the ACL (Vic); 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 entering into an agreement with Shade Solutions and to carefully check the terms and conditions of any agreement with Shade Solutions. I also urge that any current customers of Shade Solutions be wary of making further payments, until any works they have been contracted to provide are completed satisfactorily.

If you have any concerns in relation to Shade Solutions, you are encouraged to contact Consumer Affairs Victoria on 1300 55 81 81.

DATED 1/ 8 /2022

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Nicole Rich

Director, Consumer Affairs Victoria