



8<sup>th</sup> June 2026

Dear Rathwood Customer,

By Order dated 08 May 2026, I was appointed by the High Court as Examiner of Rathwood Home and Garden World Limited (“**Rathwood**”). I have provided links below containing further information on the process of Examinership. Please note that I have no managerial role in respect of Rathwood and any queries regarding your dealings with Rathwood should be directed to the company directly and not to me.

Rathwood’s records indicate that a significant number of customers have outstanding claims in respect of unfulfilled orders and/or unpaid refund requests arising prior to the examinership and that you may be one of these customers.

To establish whether you have a claim against Rathwood in respect of unfulfilled orders and/or unpaid refund requests, I am requesting that you complete an online Customer Claim Confirmation Form. If you believe you have a claim you are requested to complete this form no later than **12th June 2026**. The form can be accessed via the following link:-



<https://forms.gle/kmEf4Qz6EmWo2wuE6>

The purpose of the form is to confirm whether you have a claim against Rathwood and to establish the status of that claim. Information requested will include:

- your order reference, date and amount paid;
- whether the goods were received or remain outstanding;
- whether any refund has been requested or paid;

- whether a chargeback or payment dispute has been submitted to your card provider and the status of same; and
- whether you intend to attend or be represented at any creditors' meeting convened to consider a Scheme of Arrangement.

The information provided will assist in reconciling customer claims with Rathwood's records.

Please note that I expect that only a nominal return will be made to customers with claims in respect of unfulfilled orders and/or unpaid refund requests. This means that, if you have a claim against Rathwood, you will only receive a very small sum in respect of any monies paid by you to Rathwood.

If you used a debit card or credit card to complete your purchase with Rathwood, you should be aware of the following information made available by the Competition and Consumer Protection Commission:

[Disputed card transactions \(chargeback\) | CCPC](#)

#### **Further information on Examinership**

#### **Competition and Consumer Protection Commission:**

[Companies going out of business | CCPC](#)

#### **Corporate Enforcement Authority:**

[Liquidators\\_July\\_2022\\_correct\(1\).pdf](#)

#### **Data Protection Notice**

This letter requests specific information from you ("Data") so that I may carry out my statutory duties under the Act. Please see below a non-exhaustive list of uses for any Data which you may provide:

- Adjudicating the level of debt;
- Processing any claim for Retention of Title that you might have;
- Preparing proposals for a compromise scheme of arrangement for the Company or any modified proposals; and
- Preparing Report pursuant to Section 534 of the Act.

I am acting as Data Controller. I will retain the Data for a period of 6 years after my appointment ceases, as required by the Act and a further period of up to 12 months to

arrange for destruction of the Data. You have the right to access and rectify the data which I hold. You have the right to lodge a complaint with the Data Protection Commission. The Privacy Statement of Strata Financial (the “Firm”) may be viewed on website (<https://stratafinancial.ie/>). Should you wish to exercise your rights as set out in the privacy statement, you may write to the Firm’s Data Protection Representative (“DPR”) at Data Protection, 3 Harmony Court, Harmony Row, Dublin 2.

Yours Sincerely

For and on behalf of

**RATH-WOOD HOME AND GARDEN WORLD LIMITED**

**(In Examination)**

**(Under Part 10 of the Companies Act, 2014)**

*Padraic Bermingham*

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**PADRAIC BERMINGHAM**  
**EXAMINER**

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