



Department of Government Services

Consumer Affairs Victoria

121 Exhibition Street
Melbourne VIC 3000
www.consumer.vic.gov.au

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:

- has received payments for kitchen and bathroom renovation works; and
- is failing to fulfil consumer contracts; and
- 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, please contact Consumer Affairs Victoria on 1300 55 81 81 or by emailing consumer@justice.vic.gov.au.

DATED: 1 November 2023

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Nicole Rich
Director, Consumer Affairs Victoria