



Department of Government Services

Consumer Affairs Victoria

www.consumer.vic.gov.au

Our ref: LV0963-02667

PUBLIC WARNING

SHANNAKIAN
FINE JEWELLERY

I, David Joyner, Acting Director of Consumer Affairs Victoria, issue this Public Warning under section 228 of the *Australian Consumer Law and Fair Trading Act 2012*, in respect of SHANNAKIAN JEWELLERY PTY LTD (ACN: 674 419 277) trading as Shannakian Fine Jewellery.

Shannakian Fine Jewellery is a jewellery maker and retailer that offers goods for sale through Instagram (@shannakian_fine_jewellery) and its website www.shannakianfinejewellery.com.au

In September 2024, after receiving a spike in consumer complaints, Consumer Affairs Victoria issued Shannakian Fine Jewellery an Official Warning, strongly encouraging the business to refund affected consumers and address ongoing consumer complaints. Since 1 January 2025, Consumer Affairs Victoria received a further 14 consumer contacts about the unfair business practices of Shannakian Fine Jewellery. This is in addition to the 28 consumer contacts received in 2024. These consumer contacts allege that Shannakian Fine Jewellery:

- accepted payment and failed to provide goods within a reasonable timeframe or at all;
- failed to refund monies when requested and required to do so; and
- failed to provide a refund for faulty products.

The conduct of Shannakian Fine Jewellery has adversely affected the interests of its customers. I have decided to issue this statement because I am satisfied that it is in the public interest to do so.

I urge consumers to be cautious about purchasing goods from Shannakian Fine Jewellery. I also urge any current customers of Shannakian Fine Jewellery to be wary of making further purchases and/or payment.

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

DATED 21/5 /2025

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David Joyner

Acting Director, Consumer Affairs Victoria