

## Public Warning Notice

Issued under section 223 of the *Australian Consumer Law (SA)*

### Dotjan Pty Ltd trading as Superior Outdoor Living Specialists

The Commissioner for Consumer Affairs is issuing a public warning notice to warn consumers not to deal with Dotjan Pty Ltd trading as Superior Outdoor Living Specialists (ABN 49 626 060 704) (Superior Outdoor Living Specialists).

Consumer and Business Services (CBS) has received a number of complaints from consumers who have had dealings with Superior Outdoor Living Specialists in relation to the supply and installation of goods including timber studio rooms, pergolas and cubby houses.

It is alleged that Superior Outdoor Living Specialists has on a number of occasions failed to abide by consumer guarantees as to acceptable quality, set out under Australian Consumer Law, with consumers having to rely on the assistance of CBS to resolve disputes with this trader.

It is further alleged that Superior Outdoor Living Specialists has on a number of occasions received payment in part or full for goods and services but failed to those supply goods and services in a reasonable time, including failing to refund deposits in full when goods or services were unable to be obtained within a reasonable timeframe.

Whilst Superior Outdoor Living Specialists holds a building work contractor's licence limited to "Carpentry, Light Steel Framing and Joinery", this licence does not authorise Superior Outdoor Living Specialists to perform installation of transportable buildings such as studio rooms or granny flats.

The Commissioner has reasonable grounds to suspect that Superior Outdoor Living Specialists will continue to engage in the conduct described above, and is therefore warning the public about the alleged conduct, as the Commissioner:

1. has reasonable grounds to suspect that the conduct may constitute contraventions of the *Australian Consumer Law (SA)* and the *Building Work Contractors Act 1995 (SA)*;
2. is satisfied that one or more persons have suffered, or is likely to suffer detriment as a result of the alleged conduct; and
3. is satisfied that it is in the public interest to issue a public warning notice.

If anyone has concerns about their dealings with Superior Outdoor Living Specialists, they should contact CBS on 131 882.



**Commissioner for Consumer Affairs**

Dated: 7 December 2021