



The Creative Life

TCL Electronics Australia Pty Ltd

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**Dear Valued Distributors & Customers:**

1. It has come to our attention that **Morris Group Australia Pty Ltd T/A SmartUser ("SmartUser")** has been making incorrect representations regarding the nature of its relationship with TCL Electronics AU Pty Ltd (TCL Australia) and its associated entities (together "TCL").
2. We understand that the representations made by SmartUser have caused confusion amongst consumers and so we wish to set the record straight.
3. TCL Australia acts as a sales agent in Australia of TCL Units.
4. SmartUser purchased ODM units from TCL's associated entity outside of Australia ("ODM Units"), specifying its own branding. Throughout the whole process, TCL Australia does not play any role in the manufacturing, sale, promotion and/or after-sales of the ODM Units to consumers.
5. We were recently made aware that SmartUser has been making representations on its website to the effect that it is an "official partner" of TCL. Those representations are not correct. Whilst SmartUser purchased the ODM Units from TCL, SmartUser does not have any formal commercial relationship or official partnership with TCL.
6. We have also been made aware of reports published in February 2024 that the Essential Services Commission in Victoria (ESCV) has suspended SmartUser's accreditation for breaching the Victorian Energy Upgrades program rules, including the code of conduct. Since this news became public, we have been receiving inquiries from consumers who are naturally worried about what this news means for them.
7. In light of the above, TCL wishes to clarify that it had no knowledge of SmartUser's conduct and was not involved in any way whatsoever. TCL is also closely monitoring the development and may consider legal action to protect its interest.
8. Accordingly, consumers should direct any queries or concerns in relation to the SmartUser branded units and the decision by the ESCV to SmartUser in the first instance. Given its lack of knowledge and/or involvement in the ESCV issue, TCL will not be able to answer those queries and concerns.

Sincerely,  
TCL Electronics Australia Pty Ltd

