

NEVO BY BORD PRODUCTS

7 YEAR LIMITED WARRANTY



1. Warranty Overview

Bord Products Pty Ltd ABN 22 169 711 086 ("Bord Products") guarantees that NEVO by Bord Products panels purchased for residential or commercial interior use in Australia will be free from material and manufacturing defects for **seven (7) years** from the date of purchase. This warranty applies only to the original purchaser and requires proof of purchase for any claims.

2. Warranty Coverage

If a NEVO by Bord Products panel is found to be defective due to manufacturing faults or material issues, Bord Products will, at its discretion:

- Repair the panel,
- Replace it with a comparable product, or
- Refund the original purchase price.

3. Exclusions & Limitations

This warranty **does not** cover damage caused by:

- Incorrect installation, fabrication, or maintenance.
- Accidents, abuse, misuse, or vandalism.
- Excessive heat, moisture, humidity, solvents, or harsh chemicals.
- Normal wear and tear, such as scratches, scuffs, or stains.
- Exposure to direct sunlight causing fading or discolouration.
- Unapproved modifications or improper usage.
- Poor workmanship during installation by third parties.

Additionally, this warranty does not cover:

- Minor imperfections or colour, pattern, and texture variations.
- Use in outdoor environments.
- Factory seconds, discontinued stock, or 'as is' products.
- Products no longer part of the standard stock range at the time of a claim.

4. How to Make a Claim

To file a warranty claim:

- **Notify Bord Products in writing** within 7 days of discovering the defect.
- Provide **proof of purchase** and supporting documentation (e.g., photographs of the defect).
- Submit the claim to Bord Products using the contact details below.
- If the claim is validated, Bord Products may repair, replace, or refund the product.

5. Important Notes

- This warranty is **non-transferable** and applies only to the original purchaser.
- Replacement products may not exactly match in colour or texture due to manufacturing variations.
- Bord Products reserves the right to use alternative materials if an exact replacement is unavailable.
- Replacement under warranty **does not** extend the original seven-year coverage period.
- The claimant is responsible for any costs associated with removal, reinstallation, and transport.
- To the extent permitted by law, Bord Products is not responsible for indirect, incidental, or consequential damages.

6. Your Rights Under Australian Consumer Law

If a product fails to meet acceptable quality standards and the defect is not major, you are entitled to have it repaired or replaced. If the failure is major, you are entitled to a replacement, refund, or compensation for any other foreseeable loss or damage.

Our products come with guarantees that cannot be excluded under the **Australian Consumer Law**.

7. Contact Information

Bord Products Pty Ltd
Address: 52-58 Fillo Drive, Somerton, VIC 3062
Phone: +61 3 9357 3345
Email: contact@bord.com.au
Website: bord.com.au

For warranty inquiries, please provide a detailed description of the issue along with supporting evidence.

This warranty statement does not limit your rights under the Australian Consumer Law.