

AUSTRALIA PANELS WORLD

Returns, Warranty, Consumer Guarantees & Product Handling Policy

PART 1

AUSTRALIAN CONSUMER LAW, SCOPE & PRODUCT RESPONSIBILITY

1. Australian Consumer Law

Australia Panels World is committed to supplying products that comply with the requirements of the **Australian Consumer Law ("ACL")**, contained in Schedule 2 of the *Competition and Consumer Act 2010 (Cth)*.

Our products are supplied with guarantees that cannot be excluded under the Australian Consumer Law. Where you acquire goods as a consumer within the meaning of the ACL, you may be entitled to remedies where goods fail to meet applicable consumer guarantees.

Nothing in this Policy excludes, restricts or modifies any rights, guarantees or remedies available under the Australian Consumer Law that cannot lawfully be excluded.

This Policy operates together with your statutory rights under the ACL and any applicable manufacturer's voluntary warranty.

2. Scope of this Policy

This Returns, Warranty, Consumer Guarantees & Product Handling Policy applies to all products supplied by Australia Panels World unless otherwise agreed in writing.

This Policy applies to products supplied through:

- retail sales;
- trade sales;
- commercial sales;

- online purchases;
- quotations;
- purchase orders;
- account customers;
- telephone and email orders; and
- collection or delivery arrangements.

This Policy applies to customers including, but not limited to:

- builders;
- building contractors;
- developers;
- architects;
- designers;
- cabinet makers;
- joinery manufacturers;
- furniture manufacturers;
- shopfitters;
- interior fit-out contractors;
- signage manufacturers;
- digital printers;
- caravan and recreational vehicle manufacturers;
- fabricators;
- installers;
- distributors;
- wholesalers;
- commercial purchasers; and
- retail consumers.

3. Products Covered by this Policy

Australia Panels World supplies a broad range of industrial, architectural, and decorative panel products, including but not limited to:

- PVC Foam Boards;
- Celuka PVC Boards;
- PET Laminated Panels;
- Aluminium Composite Panels (ACP);
- Non-Combustible Aluminium Core Panels (NCP);
- Aluminium Sheets and Aluminium Tread Plates;
- Polypropylene Corflute Sheets;
- Foam Core Boards;
- Acrylic and Plastic Sheet Products;
- Cabinet and Joinery Panels;
- Acoustic Wall Panels;
- Decorative Wall Panels;
- Interior Wall Panels;
- Cladding Products;

- Architectural Panels;
- Signage Materials; and
- other panel products supplied by Australia Panels World from time to time.

Product suitability, application requirements, installation methods and performance expectations may vary depending on the characteristics of each product.

Customers must refer to applicable product information, technical documentation, and installation instructions before use.

4. Commercial and Trade Purchasers

Australia Panels World primarily supplies products to commercial customers, trade professionals, manufacturers, builders, fabricators, and installers.

Commercial purchasers are expected to have appropriate knowledge, experience and technical capability to assess:

- product suitability;
- application requirements;
- fabrication requirements;
- installation requirements;
- environmental conditions; and
- regulatory obligations.

Except where required under the Australian Consumer Law or expressly confirmed by Australia Panels World in writing, Australia Panels World does not warrant that any product is suitable for a purchaser's specific:

- project;
- design;
- engineering requirements;
- manufacturing process;
- fabrication method;
- installation system; or
- intended application.

5. Product Suitability and Application Responsibility

Australia Panels World supplies products suitable for a wide range of applications. However, the purchaser is responsible for determining whether the selected product is appropriate for the intended use.

Unless expressly confirmed by Australia Panels World in writing, Australia Panels World does not warrant suitability for any specific application, including but not limited to:

- building construction;
- architectural applications;
- interior fit-out;
- cabinetry and joinery;
- furniture manufacturing;
- signage and printing;
- caravan and vehicle manufacturing;
- marine applications;
- wet areas;
- exterior applications;
- structural applications; or
- specialised industrial applications.

The purchaser must ensure that:

- the correct product has been selected;
- the product specifications meet project requirements;
- installation methods are appropriate;
- substrates and fixing systems are suitable;
- environmental conditions are considered; and
- relevant standards, codes and regulations are complied with.

6. Customer Information and Specification Responsibility

Where products are supplied based on information, drawings, plans, specifications, cutting lists or instructions provided by the purchaser or a third party, the purchaser remains responsible for the accuracy and completeness of that information.

Australia Panels World is not responsible for:

- incorrect measurements;
- incorrect quantities;
- incorrect product selection;
- design errors;
- unsuitable applications;
- incorrect installation methods; or
- requirements not communicated to Australia Panels World before supply.

Any technical information, recommendations or guidance provided by Australia Panels World is provided in good faith based on available information at the time and does not constitute engineering, architectural, installation or professional advice unless expressly provided in writing.

PART 2

INSPECTION, ACCEPTANCE, STORAGE, HANDLING & PRODUCT REQUIREMENTS

7. Inspection Upon Delivery or Collection

The purchaser must inspect all goods immediately upon delivery or collection and, where reasonably practicable, before unloading, fabrication, processing or installation.

The purchaser must verify that the goods supplied correspond with the order details, including:

- product type;
- specification;
- dimensions;
- thickness;
- colour;
- finish;
- quantity;
- visible surface condition;
- packaging condition; and
- any other requirements stated in the quotation, order confirmation or invoice.

Any shortage, incorrect supply, visible damage or apparent defect should be notified to Australia Panels World as soon as reasonably practicable after delivery or collection.

Where applicable, customers should provide:

- invoice or order reference;
- photographs;
- description of the issue;
- affected quantity; and
- delivery details.

Nothing in this clause limits any rights available under the Australian Consumer Law.

8. Inspection Before Fabrication, Cutting or Installation

The purchaser must inspect products before any further processing or installation.

Products must not be:

- cut;
- CNC machined;

- drilled;
- routed;
- laminated;
- painted;
- printed;
- wrapped;
- fabricated;
- assembled;
- permanently fixed; or
- installed,

until the purchaser has confirmed that the products are suitable and free from any apparent issue.

For architectural, decorative and visible surface products, purchasers should inspect:

- colour;
- batch consistency;
- surface finish;
- orientation;
- pattern direction;
- dimensions;
- visible marks; and
- compatibility with the intended installation location.

Installation or fabrication after an issue could reasonably have been identified may affect assessment of any claim.

9. Acceptance of Goods

Subject to rights that cannot be excluded under the Australian Consumer Law, products will generally be considered accepted where the purchaser:

- has completed reasonable inspection;
- commences fabrication or processing;
- cuts or modifies the product;
- incorporates the product into another product or structure;
- installs or permanently fixes the product; or
- continues to use the product after becoming aware of an apparent issue.

This does not apply to defects that could not reasonably have been identified before use or installation.

10. Product Selection, Measurement and Order Accuracy

The purchaser is responsible for ensuring that all product selections and order details are correct before purchase.

This includes:

- product type;
- dimensions;
- thickness;
- colour;
- finish;
- quantity;
- intended application;
- compatibility with other materials;
- fabrication requirements; and
- installation requirements.

Where products are supplied according to customer-provided:

- drawings;
- plans;
- specifications;
- cutting lists;
- samples;
- purchase orders; or
- instructions,

Australia Panels World is entitled to rely on that information.

Australia Panels World is not responsible for errors arising from inaccurate customer information.

11. Manufacturing Tolerances and Product Variations

Panel products are manufactured using industrial production processes.

Reasonable manufacturing variations may occur and do not automatically constitute a defect.

Variations may include:

- thickness;
- length;
- width;
- flatness;
- squareness;
- weight;
- surface texture;
- gloss level;
- colour shade;
- pattern;
- protective film appearance;
- minor edge variation; and
- other characteristics associated with manufacturing processes.

Products supplied within recognised industry tolerances are considered compliant.

12. Colour, Finish and Batch Variation

Many architectural, decorative and laminated products may have variation between production batches.

Reasonable differences may occur in:

- colour;
- grain;
- texture;
- gloss;
- printing appearance;
- surface pattern;

- decorative finish.

Australia Panels World does not guarantee exact matching between:

- samples and production batches;
- separate orders;
- replacement products;
- products purchased at different times.

Where colour consistency is critical, customers should order sufficient quantities for the complete project wherever practicable.

13. Product Characteristics and Material Behaviour

Certain products supplied by Australia Panels World have inherent material characteristics that must be considered during selection, storage, fabrication and installation.

Depending on the product type, these may include:

- thermal expansion and contraction;
- minor movement caused by environmental changes;
- surface variation;
- protective film characteristics;
- natural material variation;
- minor manufacturing marks;
- dimensional movement;
- core variation.

Such characteristics do not necessarily indicate a manufacturing defect.

14. Storage and Handling Requirements

Products must be stored and handled in accordance with accepted industry practices.

Unless otherwise specified:

Products should:

- be stored indoors in a clean, dry and ventilated environment;
- be stored flat on a fully supported surface;
- be protected from rain, standing water and excessive moisture;
- be protected from direct sunlight and excessive UV exposure;
- be protected from excessive heat;
- remain protected by packaging where practical;
- avoid impact, bending or twisting;
- avoid excessive loading.

Although some products may be water resistant or suitable for certain environments, this does not mean they are permanently unaffected by:

- prolonged water exposure;
- condensation;
- humidity;
- chemical exposure;
- corrosion;
- staining.

15. Oversized and Extended-Length Products

Certain products supplied by Australia Panels World are classified as oversized or extended-length products due to their dimensions, weight or handling requirements.

These may include:

- large format aluminium composite panels;
- extended-length wall panels;
- acoustic panels;
- decorative wall panels;
- cladding products;
- architectural panels;
- other large format materials.

Purchasers acknowledge that these products require additional care during:

- transport;
- unloading;
- storage;
- handling;
- fabrication; and
- installation.

Purchasers are responsible for ensuring:

- suitable transport arrangements;
- adequate unloading assistance;
- appropriate lifting methods;
- sufficient storage space;
- flat and supported storage conditions.

Damage caused by improper handling, including:

- bending;
- twisting;
- bowing;
- impact;
- edge damage;
- corner damage;

will be considered when assessing any claim.

16. Panel Cutting Services and Customised Products

Australia Panels World may provide cut-to-size panel cutting services upon customer request.

Cutting services are performed based on customer-provided:

- measurements;
- drawings;
- cutting lists;
- specifications;
- instructions.

The purchaser is responsible for ensuring all cutting information is accurate.

16.1 Cutting Approval

Before cutting commences, customers may be required to confirm:

- dimensions;
- quantities;
- cutting requirements;
- applicable fees;
- lead time.

Once cutting commences, products become customised products prepared specifically for the purchaser.

16.2 Cutting Tolerances

Basic panel cutting is performed using commercial cutting equipment.

A reasonable cutting tolerance of approximately $\pm 5\text{mm}$ may apply depending on:

- product type;
- material characteristics;
- thickness;
- panel size;
- cutting method.

Customers requiring higher precision should discuss CNC machining or alternative fabrication options before ordering.

16.3 Cut Panel Characteristics

Cut panels may have:

- minor edge marks;

- slight edge unevenness;
- minor burrs;
- small corner imperfections;
- minor processing marks;
- slight movement caused by internal material stress.

These are normal characteristics of processed panel materials and do not automatically constitute defects.

16.4 Custom Cut Product Returns

Custom-cut products cannot be returned or exchanged due to:

- change of mind;
- incorrect measurements supplied by the customer;
- design changes;
- project cancellation;
- incorrect quantity calculations;
- minor aesthetic imperfections;
- standard cutting tolerances.

This does not exclude rights available under the Australian Consumer Law.

17. Product Category Requirements

The following product-specific requirements apply in addition to the general requirements above.

17.1 Industrial Sheet Products

(Including PVC Foam Board, ACP, Aluminium Sheet, Corflute, Foam Core and similar products)

Customers must consider:

- intended use;
 - fabrication method;
 - environmental exposure;
 - fixing method;
 - storage conditions.
-

17.2 Cabinet, Joinery and Furniture Products

Products used for cabinetry, joinery or furniture applications require:

- suitable fabrication methods;
- appropriate edge treatment;
- suitable fixing systems;
- protection from moisture and excessive humidity.

Australia Panels World does not warrant suitability for a particular cabinetry or furniture application unless confirmed in writing.

17.3 Signage Products

Signage materials require consideration of:

- printing compatibility;
- adhesive compatibility;
- UV exposure;
- mounting method;
- installation environment.

Foam boards, Corflute and lightweight signage products should be stored flat and protected from distortion.

17.4 Architectural and Decorative Products

Including:

- acoustic wall panels;
- decorative wall panels;
- interior wall panels;
- cladding products;
- architectural finishes.

Unless specifically stated otherwise:

- interior decorative products are intended for indoor applications;
 - products must not be exposed to weather or continuous moisture;
 - installation must follow applicable installation instructions;
 - substrate suitability must be confirmed before installation.
-

PART 3

RETURNS, CHANGE OF MIND, WARRANTY CLAIMS & REMEDIES

18. Australian Consumer Law Consumer Guarantees

Australia Panels World complies with the consumer guarantees contained in the **Australian Consumer Law ("ACL")**, being Schedule 2 to the *Competition and Consumer Act 2010 (Cth)*.

Where goods fail to meet the applicable consumer guarantees under the ACL, customers may be entitled to a remedy, including repair, replacement or refund, depending on the nature of the failure and the circumstances.

Nothing in this Policy excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded under the Australian Consumer Law.

19. Making a Product or Warranty Claim

If you believe a product supplied by Australia Panels World is faulty, damaged due to a manufacturing defect or otherwise fails to comply with the Australian Consumer Law, you should notify us as soon as reasonably practicable after the issue is identified.

To assist us in assessing your claim, you should provide:

- proof of purchase (such as a tax invoice);
- product description;
- invoice number or order reference;
- photographs showing the issue;
- details of storage, handling and installation (where applicable);
- details of when the issue first became apparent; and
- any additional information reasonably requested by Australia Panels World.

Failure to provide sufficient information may delay assessment of your claim.

20. Assessment of Claims

Australia Panels World reserves the right to inspect, test or otherwise assess any product that is the subject of a claim before determining the appropriate remedy.

Customers must not:

- dispose of the product;
- continue installation where an apparent defect exists;
- alter or repair the product;
- return goods without prior approval,

unless otherwise agreed in writing.

Australia Panels World may request:

- return of the product;
- additional photographs;
- measurements;
- inspection at the installation site (where appropriate);
- independent testing where reasonably required.

Following assessment, Australia Panels World will determine the appropriate remedy in accordance with the Australian Consumer Law.

21. Returns of Non-Faulty Goods

The Australian Consumer Law does not require suppliers to accept the return of goods that:

- are not faulty;
- match the customer's order;
- are fit for their intended purpose; and
- comply with applicable consumer guarantees.

Accordingly, Australia Panels World is under no obligation to accept the return of goods simply because:

- excess quantities were ordered;
- project requirements changed;
- surplus materials remain after project completion;
- a project was cancelled or postponed;
- the customer selected the wrong product;
- incorrect quantities were ordered;
- the customer no longer requires the goods; or
- the customer has changed their mind.

Australia Panels World does **not operate on a "sale or return" basis** unless expressly agreed in writing before the order is placed.

Purchasers are encouraged to carefully assess project requirements before placing an order. It is common industry practice for customers to purchase additional quantities to allow for cutting waste, installation tolerances, breakage allowances, colour matching, future maintenance or project contingencies. Any surplus materials remaining after completion of a project remain the purchaser's responsibility and do not create any entitlement to return, refund or credit, unless otherwise agreed by Australia Panels World in writing or required under the Australian Consumer Law.

Any acceptance of the return of non-faulty goods is entirely at Australia Panels World's discretion and does not create an ongoing entitlement or precedent for future transactions.

22. Products Generally Not Eligible for Return

Unless required under the Australian Consumer Law, Australia Panels World will generally not accept returns of:

- cut-to-size products;
- customised products;
- fabricated or processed products;
- CNC machined products;
- specially ordered products;
- imported products sourced specifically for a customer's order;
- discontinued products;
- non-standard products;
- oversized products;
- extended-length products;
- products exceeding standard sheet dimensions;
- products manufactured or supplied specifically for a project;
- products that cannot reasonably be resold as new inventory.

This includes, but is not limited to, oversized architectural panels, extended-length decorative wall panels, acoustic wall panels, aluminium composite panels in non-standard sizes, and other large-format products requiring specialised handling or transportation.

23. Discretionary Change of Mind Returns

Where Australia Panels World agrees, **at its discretion**, to accept the return of non-faulty goods, the following conditions generally apply:

- prior written approval must be obtained;
- the request must be made **within 7 days of delivery or collection (whichever occurs first)**, unless otherwise agreed in writing;

- goods must be unused and uninstalled;
- goods must not have been cut, fabricated or modified;
- goods must be in their original packaging where reasonably practicable;
- goods must be in a clean, undamaged and resaleable condition;
- the purchaser is responsible for all return transportation costs unless otherwise agreed or required under the Australian Consumer Law.

Acceptance of any discretionary return remains subject to inspection upon receipt.

Australia Panels World reserves the right to refuse any discretionary return where the returned goods cannot reasonably be resold as new.

24. Restocking, Handling and Administration Costs

Where Australia Panels World accepts the return of non-faulty goods as a discretionary commercial arrangement, Australia Panels World may deduct a reasonable handling, administration and/or restocking fee.

The amount of any such fee will depend on factors including:

- product type;
- order value;
- inspection requirements;
- handling costs;
- repackaging costs;
- loss of resale opportunity;
- storage costs; and
- transportation requirements.

Oversized, extended-length or specialised products may incur substantially higher handling and transportation costs due to their dimensions and storage requirements.

25. Return Freight and Transportation

Unless otherwise required under the Australian Consumer Law, customers are responsible for arranging and paying the cost of returning goods approved for return.

Returned goods must be:

- adequately packaged;
- transported using suitable equipment;
- protected from weather;
- protected from impact damage;
- properly supported during transportation.

Where returned products are damaged due to inadequate packaging, improper loading, unsuitable transportation or mishandling after delivery, Australia Panels World reserves the right to refuse the return or reduce any refund to reflect the diminished value of the goods.

Oversized and extended-length products may require specialised transport arrangements. Any additional freight, lifting or handling costs associated with such returns are the responsibility of the purchaser unless otherwise required by law.

26. Warranty Exclusions

Subject to the Australian Consumer Law, Australia Panels World will not be responsible for product failures, deterioration or damage resulting from:

- incorrect product selection;
- incorrect measurements provided by the purchaser;
- unsuitable application;
- improper storage;
- exposure to rain, standing water or excessive moisture where inconsistent with the product's intended use;
- failure to store products flat and adequately supported;
- incorrect transportation or handling after delivery;
- impact damage;
- edge damage;
- misuse;
- accidental damage;
- normal wear and tear;
- incorrect fabrication;
- incorrect cutting;
- unsuitable adhesives or sealants;
- unsuitable fixing systems;
- improper installation;
- failure to follow applicable installation guidelines;
- modification by the purchaser or any third party;
- environmental conditions outside the product's intended application.

Products intended for interior use only, including many decorative wall panels, acoustic wall panels and joinery products, are not warranted for exterior use unless expressly stated otherwise in writing.

27. Manufacturer's Voluntary Warranty

Certain products supplied by Australia Panels World may be covered by a manufacturer's voluntary warranty.

Where applicable:

- the manufacturer's warranty operates independently of this Policy;
- warranty terms are determined by the manufacturer;
- warranty periods vary between products; and
- customers may choose to make claims directly with the manufacturer where appropriate.

Nothing in a manufacturer's voluntary warranty limits any rights available under the Australian Consumer Law.

28. Repair, Replacement, Refund or Other Remedy

Where Australia Panels World determines that a product has failed to comply with the Australian Consumer Law, Australia Panels World will provide an appropriate remedy in accordance with the ACL.

Depending on the circumstances, the remedy may include:

- repair;
- replacement;
- refund;
- reimbursement of reasonable costs (where required by law); or
- another remedy permitted under the ACL.

The appropriate remedy will depend upon the nature of the failure and the requirements of the Australian Consumer Law.

29. Unsupported or Incorrect Claims

Where inspection determines that:

- the product is not faulty;
- the claimed issue does not constitute a manufacturing defect;
- the issue resulted from customer handling, storage, fabrication, transportation or installation; or
- the product has been incorrectly represented,

Australia Panels World reserves the right to recover any reasonable costs incurred in assessing the claim, including:

- inspection costs;
- testing costs;
- transportation costs;
- handling costs;
- storage costs; and
- return freight costs.

30. Final Assessment

Each claim will be assessed individually having regard to:

- the nature of the product;
- the intended application;
- the age and condition of the product;
- the evidence provided;
- storage and handling conditions;
- fabrication and installation methods;
- any manufacturer's recommendations;
- the Australian Consumer Law; and
- the particular circumstances of the claim.

Australia Panels World is committed to resolving genuine product issues fairly, reasonably and in accordance with the Australian Consumer Law while recognising the commercial nature of the products supplied and the responsibilities of purchasers throughout the selection, storage, fabrication, and installation process.

PART 4

GENERAL PROVISIONS

31. Policy Updates

Australia Panels World may amend or update this Policy from time to time to reflect changes in applicable laws, industry practices, products or business operations.

The most current version published on the Australia Panels World website will apply to future purchases unless otherwise agreed in writing.

32. Relationship with Other Terms

This Policy should be read together with, where applicable:

- Australia Panels World's Terms and Conditions of Sale;
- quotations;
- tax invoices;
- order confirmations;
- product technical data sheets;
- installation guides;
- manufacturer's documentation; and
- any other written agreement between Australia Panels World and the purchaser.

Where there is any inconsistency, the Australian Consumer Law will prevail to the extent required by law.

This Policy should be read together with Panels World's Terms and Conditions of Sale and any applicable quotation, order confirmation, tax invoice or other written agreement. In the event of any inconsistency, the Australian Consumer Law will prevail to the extent required by law, and otherwise the specific written agreement relating to the relevant transaction will prevail over this Policy to the extent of the inconsistency.

33. Severability

If any provision of this Policy is found to be unlawful, invalid or unenforceable, the remaining provisions will continue to apply to the fullest extent permitted by law.

34. Contact Us

If you have any questions regarding this Policy or wish to make a warranty claim or return request, please contact:

**Australia Kim Fu Loy Pty Ltd trade as
Australia Panels World (ABN: 93162868573)**

Address:
Unit 9, 39 Eucumbene Drive, Ravenhall, VIC 3023

Phone:
(03) 9008 6403

Email:
info@panelsworld.com.au

Website:
www.panelsworld.com.au

Version: 2.0

Last Updated: July 2026