

# AUSTRALIA PANELS WORLD

## Cut-to-Size Panel Service Terms & Conditions

### Important Information

Please read these Terms & Conditions carefully before approving your cut-to-size order.

#### 1. Lead Time

Please contact our Customer Service Team to confirm the estimated lead time before placing your order.

Standard panel cutting generally requires **1–3 business days**, depending on production workload and material availability.

**Urgent or same-day cutting services cannot be guaranteed.**

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#### 2. Cutting Accuracy

Standard panel cutting is performed using an industrial guillotine panel saw.

A dimensional tolerance of approximately **±5 mm** should be expected.

If your project requires **precise finished dimensions**, please request our **CNC Routing Service** before placing your order.

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#### 3. Cut Edge Finish

Standard guillotine cutting is intended for general fabrication and construction purposes.

Due to the cutting process, minor imperfections may occur, including:

- slight edge marks;
- fine scratches;
- minor corner chips;
- small burrs; and
- slight edge unevenness.

These are normal processing characteristics and are **not manufacturing defects**.

If your project requires **perfect cut edges, premium appearance, or scratch-free finished panels**, please request **CNC Routing** or purchase **full-size sheets** and arrange your own finishing.

#### **4. Order Approval**

All cut-to-size orders must be confirmed and approved by email before production commences.

Please carefully check all:

- dimensions;
- quantities;
- panel types; and
- cutting details.

Once production has commenced, changes cannot be made.

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#### **5. Custom Cut Products**

All cut panels are custom-made to your specifications.

**Once cutting has commenced, custom-cut products cannot be returned, exchanged, or refunded due to:**

- change of mind;
- incorrect measurements supplied by the customer;
- project changes or cancellation;
- surplus materials;
- standard cutting tolerances; or
- minor cosmetic imperfections resulting from the normal cutting process.

This does not affect your rights under the Australian Consumer Law.

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#### **Customer Acknowledgement & Acceptance**

By approving this order, providing written confirmation, or making payment for the cut-to-size service or any invoice relating to the order, the Customer acknowledges that they have read these Terms & Conditions and confirms their acceptance of them.

These Terms & Conditions form part of every cut-to-size order placed with Australia Panels World.

**Version: 1.0**

**Effective Date: July 2026**