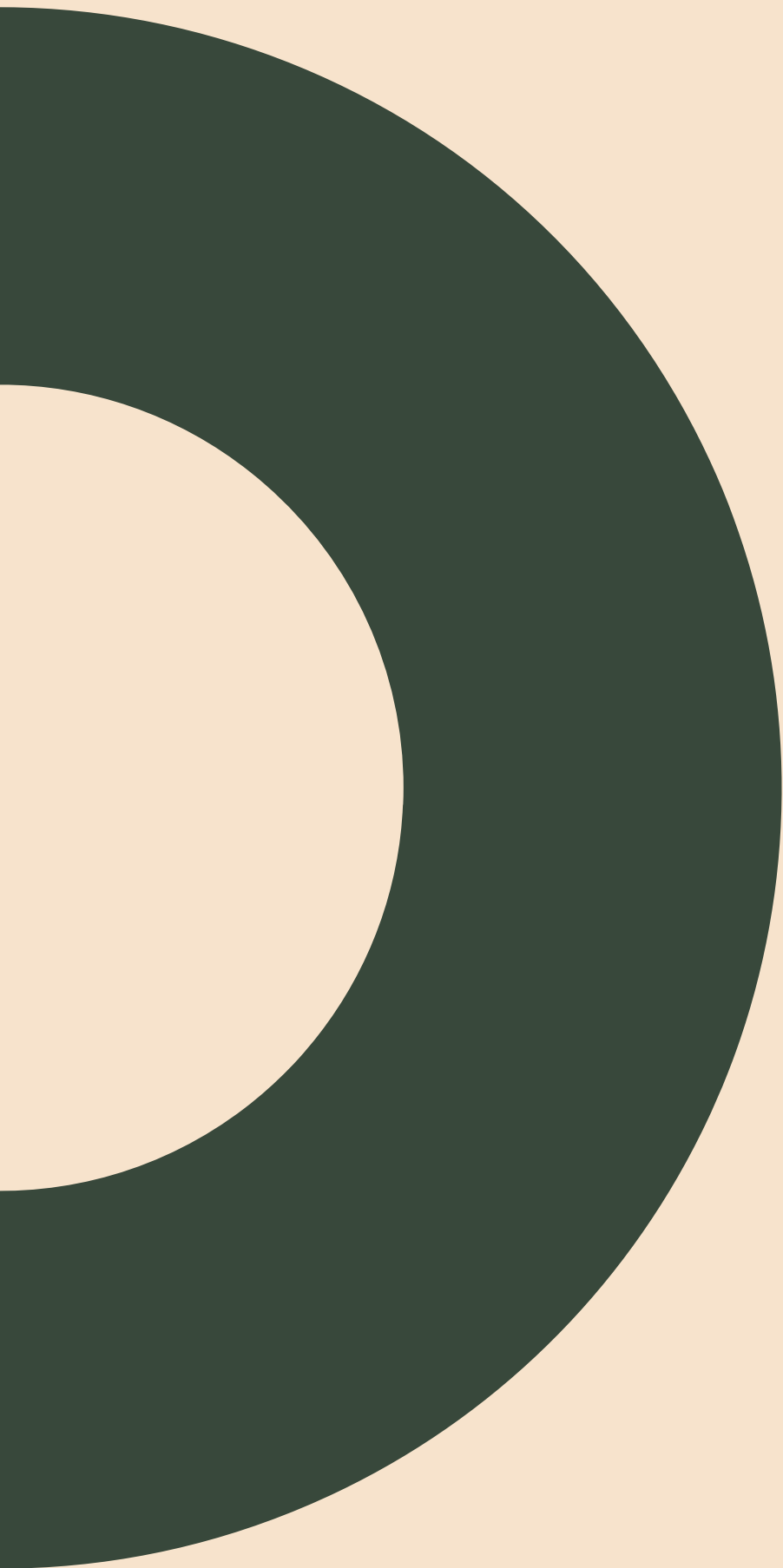


NOOD CO.
WARRANTY



nood co.





**Product
warranty**

Nood Co. Concrete basins are composed of a natural material. Each piece has a visual patina, colour variation, pinholing (surface holes) and surface variation. These characteristics have no bearing on the structural integrity of the concrete piece. Nood Co. Concrete colours, feel, and aesthetic can look different in photos and it is suggested to purchase sample pieces prior to manufacture to ensure you are comfortable with your product.

Product Warranty

Nood Co. Concrete warrant for the period of 24 months, from the date the product is released by Nood Co. Concrete from the Nood Co. Concrete Manufacture Warehouse or storage facility, the structural integrity of the concrete basin to not crack, hairline crack, disintegrate, for reasons of defects in materials or workmanship, and in accordance with Australian Consumer Law (ACL) subject always to any overriding obligation pursuant to the ACL, the warranty shall be void for the following reasons:

- Goods that have not been maintained in accordance with instructions or that have been accidentally damaged;
- Defects attributable in any way to installation, modification, cleaning, or repair made by any party other than Nood Co. Concrete Furniture;
- Mishandling, accident, fire, lightning, other hazards whether natural or man-made, or shipment;
- Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical exposure and damage from improper care and maintenance;
- Chips or other excessive impact damage in the product;
- Scratches. Nood Co. concrete and sealers are scratch-tolerant but not scratch-proof. In the case of sinks and basins, scratches caused by natural use are no warranted as concrete is a natural material and will gain character with use;
- Water damage to sinks or any concrete surfaces due to scratching and natural wear and tear;
- Thermal shock. Thermal shock can occur when a hot item, e.g. pan or other receptacle or object, is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Damage caused by excessive pressure, e.g. sitting, standing or applying force to a Nood Co. product that would be considered outside normal use.
- The Nood Co. Deep Seal System coating being comprised by scratching, heat, abrasive surfaces, chemicals, accidental chipping, dropping, accidents beyond control, exposure to weather, improper installation, contact with incompatible substances, commercial public use, it becomes void of warranty immediately.
- Filled with water and left for a period of more than 8 hours.

Australian Consumer Law (ACL)

Certain legislation including the Australian Consumer Law (ACL) in the Consumer and Competition Act 2010 (Cth), and similar consumer protection laws and regulations may confer you with rights, warranties, guarantees and remedies relating to the provision of goods or services to you by us via the Site which cannot be excluded, restricted or modified.

Our liability is governed solely by the ACL and these Terms. The Buyer acknowledges and agrees that the Buyer purchases the goods for its inventory to be sold to the retail market and it is not a Consumer as defined in the ACL.



Repair, replacement, refund, or exchange process

Nood Co. Concrete basins are composed of a natural material. Each piece has a visual patina, colour variation, pinholing (surface holes) and surface variation. These characteristics have no bearing on the structural integrity of the concrete piece. Nood Co. Concrete colours, feel, and aesthetic can look different in photos and it is suggested to purchase sample pieces prior to manufacture to ensure you are comfortable with your product.

First, carefully assess the Nood Co. 24 month Structural Warranty to see if your claim is eligible. Nood Co. Concrete is a natural material with patina, colour variation, pinholes, and surface variation.

Each piece is unique and for this reason, Nood Co. does not offer exchanges, replacement or refund for change of heart, or if a client has a personal aversion to the colour, amount of pinholes, level of patina, or surface variation to the delivered Nood product.

Nood Co. Concrete Furniture™ or an authorised member may request you to supply the physical product for assessment to identify the cause of the defect.

This may include photographs in high resolution. Where the warranty claim is deemed valid, Nood will replace or repair the product if it falls within the warranty period, and does not fall under the conditions of Nood Co. Limited Warranty (please carefully assess prior if your claim is first warranted).

If a warranty claim is invalid or dishonest in nature, Nood has the right to charge the customer for fees associated with evaluating the product's cause of the defect and retain the product until such fees are paid in full.

Terms

- Purchaser discovers the claimed defect within the 24 Month Warranty Period.
- The purchaser of the goods has paid in full.
- Nood will require imagery of the product to then make an assessment on the case. Nood reserves the right to replace the exact product, should it be available. Should it no longer be available Nood will offer a credit to the invoiced amount (excluding shipping).
- Easy access must be granted to the service provider for the duration of the visit.
- Customers must provide a proof of purchase to the Seller or authorised agent from whom the product was purchased. An inability to provide proof of purchase or equivalent documentation will void warranty.
- If you are entitled to a refund, should all replacement options be exhausted, we will only give you the refund once we receive evidence of faulty product, or we have received the product at our warehouse and inspected it and assessed whether it is eligible for a refund under the Terms. Refund we make will be by the same payment method used to purchase the product where possible.
- The relevant invoice number should be quoted when returning goods for credit, exchange, or refund.
- Credit or exchanges will not be permitted if the item is not received within 14 days from the original delivery date.
- The Seller will not accept for return or refund any product that has been used, connected, installed, attempted to be connected or installed, or if your product is custom-made or is a special buy product.

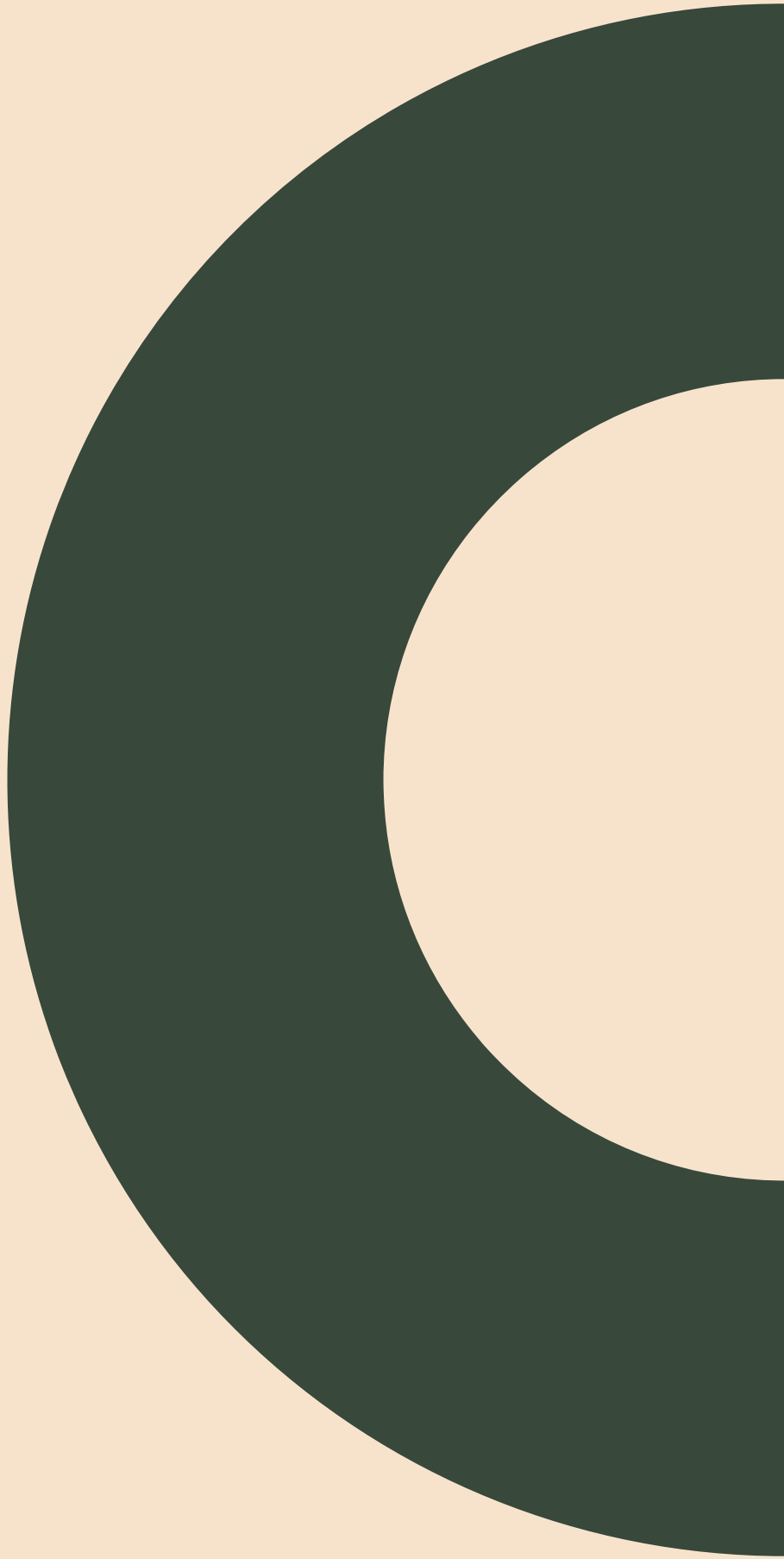
Packaging

You must adequately package any product you are returning for our collection to ensure that it is not damaged during return delivery.

Duty of Care

You have a duty of care for the product while it is in your possession. If you damage products, then subsequently return the products, you may be liable to pay to repair the product to its original condition. In these circumstances, where a repair is not economically viable, no refund will be made.





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