

Prior to submitting your claim, we kindly ask that you carefully review our **Warranty Returns and Refund Policy** provided below.

Conditions:

1. Installation must be made by a LICENSED tradesman.
2. Failure is due to a fault in the manufacture of the product.
3. Proof of purchase is provided.
4. The product should be installed properly.
5. Installation was completed in accordance with the supplied guidelines.
6. Adequate maintenance has been provided to the product.
7. Harsh detergents or abrasive cleaners are NOT used on product finishes.

Our standard after-sales service protocol requires customers to provide photographs of the outer packaging, encompassing the batch label affixed to the packaging, and comprehensive photographs or videos illustrating the problematic areas: Failure to provide any of these particulars may lead to delays in processing your warranty claims.

Exclusions:

To the fullest extent permitted by law, LAFEME is not liable for any damage to persons or property, or for any indirect, consequential, or incidental loss or damage. LAFEME's liability does not extend to the cost of installation or removal of any product.

No warranty will apply if damage occurs during or after installation, or if a damaged or incorrect part is installed. The warranty is void in cases of improper installation, accidents, misuse, abuse, negligence, or installation (including part installation) carried out by the purchaser or any person other than a licensed tradesperson.

Due to the nature of the material, contact with hard or sharp objects must be avoided.

To the extent permitted by law, Alex Group Aus will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or components

Please note that installation of any product is regarded as acceptance of that product, and therefore, no claims for faulty or damaged goods can be made after installation.

LAFEME warranty only applies to the original owner and is not transferable.

Service Coverage Area:

If the product is located within 25 km of an Authorised Retailer (Service Coverage Area), LAFEME may, at its sole discretion:

- A. Arrange for a qualified repair technician (Authorised Repairer) to attend the location of the product.
- B. Coordinate the collection of the product from that location for delivery to an Authorised Repairer or Authorised Retailer, and arrange for the repaired or replacement product to be returned to you at the same location.
- C. Request that you deliver the product to an Authorised Repairer or Authorised Retailer and collect the repaired or replacement product from the same.
- D. Provide replacement products or parts.

Service Call-Out Fees and Charges:

If a service call is made for an issue covered under the manufacturer's warranty, no call-out fees will apply.

If LAFEME attends a service call and the issue is found to fall outside the scope of warranty coverage, the following charges will apply:

Call-Out Fee: \$300.00 (This fee does not include the cost of any parts or products that may be required.)

Call-Out Hours: Monday to Friday, 9:00 AM – 5:00 PM (Business Hours)

Response times may vary depending on technician availability.

LAFEME will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

Acceptance of Terms:

By accessing or using LAFEME services or products, you agree to be bound by these Terms. If you disagree with any part of the terms, you may not access or use the LAFEME services or products.

LAFEME reserves the right to terminate or suspend access to products and services immediately, without prior notice or liability, for any reason, including but not limited to breach of the Terms. You agree to use the LAFEME products and services only for lawful purposes and in a way that does not infringe upon the rights of others, violate regulations, or inhibit anyone else's use and enjoyment of the LAFEME products and services. LAFEME's failure to enforce any of these Terms shall not be construed as a waiver of any of LAFEME's rights.

Description of Service:

LAFEME products and services are provided as is and are subject to availability.

We reserve the right to modify or discontinue the LAFEME products and services without notice at any time.

If a clause is unenforceable it must be read down to be enforceable or, if it cannot be read down, the term must be severed from the Terms, without affecting the enforceability of the remaining terms.

Pricing, Payment and Delivery:

The pricing and payment terms for the LAFEME products are as described on our website or as agreed upon in any separate agreement.

Payments are due as per the agreed-upon terms.

Any quotation provided by the Supplier to the Customer for the proposed supply of goods or services is valid for 14 days from the date of issue, an invitation to treat only and only valid if in writing.

Prices quoted for the supply of goods and services are exclusive of GST and any other taxes or duties unless expressly stated otherwise.

An additional handling and delivery charge of \$99.00 (excluding GST) applies to all orders below \$500.00 (excluding GST). This charge applies to orders in metro Melbourne. for all other orders beyond the Melbourne metro area, you are required to contact the office.

LAFEME has the right to nominate the method of delivery.

This delivery takes up to 1-15 days, for urgent deliveries the delivery time should be put on the purchase order and our customer should contact the office to confirm this time frame is accepted.

If the cost of the goods to the Supplier increases between the time of quotation and delivery due to circumstances beyond the Supplier 's control, then the Supplier may pass this additional cost on to the Customer and the Customer must pay such cost.

LAFEME reserves the right to require payment in full on delivery of the goods or completion of the services.

In the case of goods made to order or cut to size, the Supplier may require a non-refundable deposit at the time of the Customer placing the Order. If the Customer defaults in payment by the due date of any amount payable to LAFEME the right to suspend the provision of credit and require payment before delivery, cease or suspend supply of any further goods or services to the Customer or by written notice to the Customer, terminate any uncompleted contract with the Customer is reserved.

For Showroom Display Units

Products sold initially as showroom display units will have their warranty period commence from the original invoice date to the showroom.

End customers purchasing such display units should be clearly informed of:

- A. The product was previously used as a showroom sample.
- B. Warranty is valid from the showroom delivery date, not from the end – customer ' s purchase date.
- C. Any pre-existing cosmetic wear or minor scratches are excluded from warranty coverage.

Intellectual Property:

All content included as part of the LAFEME products and services, such as text, graphics, logos, images, and software, is the property of LAFEME and protected by copyright and other laws. If LAFEME is unable to deliver the goods or provide the services, then it may cancel the Customer ' s order (even if it has been accepted) by written notice to the Customer. No purported cancellation or suspension of an order or any part of it by the Customer is binding to LAFEME once the order has been accepted.

Limitation of Liability:

LAFEME, including its directors, employees, partners, agents, suppliers, or affiliates, shall not be liable for any direct, indirect, incidental, consequential, or exemplary damages resulting from the use or inability to use the LAFEME products and services.

If the shipping or delivery is prevented by circumstances beyond LAFEME ' s control within the stipulated time, the time will be extended until such circumstances have ceased and LAFEME should not be liable for any loss or damage (including consequential loss or damage) directly or indirectly, arising from these delays.

Returns:

The product must be in original condition, as well as the original invoice number supplied. LAFEME shall have no responsibility to accept returned goods unless the return is authorized by LAFEME. A restocking charge of 20% (exclusive of GST) applies on all authorized returns where LAFEME is not at fault. No credit will be recognized after 7 days from the delivery date. No claim for shortage of parts will be recognized after 7 days from the delivery date. Products annotated as ' make to order ' , specifically manufactured, or cut to particular specifications are non-returnable.

Risk and insurance:

The risk in the goods and all insurance responsibility for theft, damage, or otherwise will pass to the Customer immediately on the goods being delivered to the Customer or taken from LAFEME premises.

LAFEME products are sold to the Customer on the basis that the Customer has obtained all necessary licenses or permits under all relevant laws and regulations concerning the goods.

The Customer assumes all risk and liability for loss, damage, or injury to persons or to property of LAFEME, or third parties arising out of the use.

Governing Law:

These Terms shall be governed and construed by the laws of Australia, and any dispute arising out of these Terms shall be subject to the exclusive jurisdiction of the courts.

Changes to Terms:

We reserve the right to modify or replace these Terms at any time. It is your responsibility to review these Terms periodically for changes.

Your continued use of the LAFEME products and services after any modifications to the Terms will constitute acceptance of such changes.

