

# **WARRANTY AND RETURNS**

Börner products are warranted against defects in materials & workmanship by Börner under terms & conditions for two years from date of purchase. Proof of purchase is required.

Börner and Cambur Industries do not accept any responsibility for the consequence of improper use of products. Product liability in accordance with L'C Directive legislation.

## Warranty doesn't cover:

- Improper handling
- Colour finish
- Accidents
- Wear & tear

## **NON-WARRANTY RETURNS**

If you are unhappy with your purchase for any reason, you may return it within 30 days of purchase and we will refund the price of the product (subject to Exclusions and Qualifications below). Please note that we do NOT refund shipping and handling charges.

### Exclusions and Qualifications

We may not provide a refund in respect of any product if:

- the product is returned to us damaged or with a defect;
- the product was purchased outside Australia; or
- you are unable to provide reasonable proof of having purchased the product from us or Australian retail or online stockists.

## **WARRANTY RETURNS**

If the defect is a minor defect (i.e. can be easily repaired), we may either:

- repair the product at our cost within a reasonable time;
- exchange the product for an identical non-defective product; or
- refund the price of the product.

If the defect is a major defect, we will offer you the choice to either:

- return the product and obtain a refund;
- return the product and obtain an identical replacement (if available); or
- keep the product and ask for compensation for the drop in value caused by the problem.

A major defect is when the product:

- has a problem that would have stopped someone from buying the product if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

#### Exclusions and Qualifications

We may not provide a repair, exchange or refund in respect of any product if:

- the product does not contain a defect and you have merely changed your mind;
- the defect was caused by your damage, misuse or alteration of the product;
- you were made aware of the defect before you bought the product;
- you had an opportunity to examine the goods before purchase and did not notice an obvious defect;
- the period of time that has passed since you bought the product is longer than the product could reasonably be expected to remain defect-free;
- the goods have been thrown away, destroyed, lost or damaged while in your possession;
- the product was purchased outside Australia; or
- you are unable to provide reasonable proof of having purchased the product from us or Australian retail or online stockists.

Note that, depending on how long has passed since the defective product was purchased, we may not be able to provide spare parts or repair facilities in relation to a particular product.

### **RETURNS PROCEDURE**

Please make sure that you have read the above information before beginning the return steps.

## **CONTACT**

Make a Damage Claim, Warranty Claim or a Return Request to discuss the best option for you using the following contact details:

Phone: 03 8787 4200

Email: [sales@Cambur.com.au](mailto:sales@Cambur.com.au)

\*Queries about any of the returns process should be made at this stage.

## **PACKAGE**

Once your Damage Claim, Warranty Claim or Return Request has been accepted, package unused products in original packaging and in a post-safe parcel, complete with the following information:

- The reason for the return as discussed
- The order number and proof of purchase
- Your name, address and contact phone number

## **POST**

Please address returns and exchanges to:

**Cambur Industries Pty Ltd**

**Börner Returns Office**

**23 Monash Drive**

**Dandenong South**

**VIC 3175**

Once the Returns Office has received your parcel, we will contact you to discuss how we intend to deal with your return.

If your questions were not answered above, please call our customer service line at 03 8787 4200 or [contact us here>>](#)

*Nothing contained in this warranty is intended to restrict, modify or exclude the operation of any of the provisions contained in Part 3-2 of the Australian Consumer Law or any similar legislation or substituted amendment, including provisions allowing for refunds for defective goods.*

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.