

# Terms & Conditions

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## **Fabric Warranty — 3 years Domestic and Commercial**

Profile Fabrics warrants the quality and performance of all fabrics to meet Australian Industry standards. Profile Fabrics will, at its option, replace any fabric within 3 years from date of original purchase for either domestic or commercial use as a result of:

- Premature wear
- Technical breakdown

Provided that fabrics have been used in accordance with published performance ratings and care instructions.

### **The following conditions apply:**

- All warranties are offered to the original purchaser only.
- Proof of purchase is required before any warranty claims can be considered.
- Claims under the warranty must be made in writing to Profile Fabrics. Upon receipt of claim, Profile Fabrics will provide a service form to be completed with the information required to allow further evaluation and processing of the claim.
- Profile Fabrics will not be liable for costs relating to transportation of furniture or for repairs carried out without authorisation.
- Where protective fabric treatments have been applied by a third party, the Profile Fabric warranty may be subordinate to warranties and remedies available from the third party applicator.
- If the original colour or style of fabric is no longer available, Profile Fabrics will, at their option, provide a Profile fabric of similar value and quality to the original. This warranty does not extend to the provision of fabrics from third parties.
- The Profile Fabric warranty is additional to all statutory rights and remedies that are available to our customers under Australian Consumer Law.

## **Colour and dye lot variation**

Fabrics may sometimes vary slightly in colour and/or texture. We cannot guarantee that fabrics supplied will be an exact match to the sample from which ordered. All fabrics supplied are considered to be to satisfactory commercial tolerances. Where existing furniture is to be matched, please send or request cuttings from current stock to meet customer requirements.

## **Discontinued ranges**

Whilst ranges not listed in our price list may have been discontinued, some stock may still be available. Please check with our sales office for current stock availability.

## **Indent/Special orders**

Where goods have been ordered on an indent or special order basis, they cannot be accepted for return. Indent / special orders cannot be cancelled by the purchaser after the supplier's preparation.

## **Minimum orders**

Orders of less than one metre cannot be accepted.

## **Product Identification**

When ordering, please state fabric name and colour. Please examine your order carefully before cutting to verify that the fabric colour, pattern etc. is correct. Note: the responsibility for ensuring that the fabric is checked before cutting remains that of the purchaser, even when the goods are delivered to a third party, manufacturer or workroom.