

Chemro – Terms and Conditions of Sale

These Terms and Conditions ("Terms") govern all sales of goods and services ("Products") by Chemro ("we", "us", "our") to the customer ("you", "your"). By placing an order with Chemro, you agree to be bound by these Terms.

1. Orders and Acceptance

- All orders are subject to acceptance by Chemro.
 - We reserve the right to reject or cancel any order for any reason, including but not limited to errors in pricing, availability, or product information.
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2. Prices and Payment

- All prices are listed in [AUD] and are exclusive of applicable taxes, shipping, and handling charges unless stated otherwise.
 - Payment is due at the time of order unless otherwise agreed in writing.
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3. Delivery

- Pickup is only available from the Chemro factory, unless delivery has been arranged and agreed upon in advance.
 - Estimated delivery dates are provided for reference only and are not guaranteed.
 - Chemro is not responsible for delays caused by shipping carriers, customs, or events beyond our control.
 - Risk of loss passes to the buyer upon delivery to the carrier.
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4. Returns and Refunds

- Returns are accepted within [2] days of delivery, subject to our return policy.
 - Products must be unused, in original packaging, and accompanied by proof of purchase.
 - Tinted or custom-made products can't be returned/refunded.
 - Refunds will be issued after inspection and approval/Technical report. Shipping costs are non-refundable.
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5. Warranty and Liability

Chemro products are supplied with the understanding that variations in design, pattern, and appearance may occur due to the nature of individual application methods. We do **not guarantee** the final design or aesthetic outcome, as each applicator may create a unique version of the intended pattern or finish.

By purchasing our products, you acknowledge and agree to the following:

- **It is your responsibility** to apply a test/sample area and obtain approval from your client before full application.

- If you are not adequately trained or experienced in applying the product, **it is solely your responsibility** as the buyer/applicator to ensure correct usage, preparation, and application methods to achieve the desired result.
- Chemro accepts no liability for unsatisfactory outcomes due to improper application, lack of training, or failure to follow recommended guidelines.
- Our liability is limited to the replacement of defective goods or a refund, at our discretion.
- We shall not be liable for indirect, incidental, or consequential damages.

No refunds or replacements will be provided for design inconsistencies or unsatisfactory finishes resulting from the application process.

6. Certificate of Completion (if applicable)

- Certificates issued by Chemro (e.g., training or compliance certificates) are valid for 6 months from the date of registration.
 - Renewal after 6 months is free of charge, subject to eligibility and confirmation by Chemro.
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7. Intellectual Property

- All intellectual property rights in the Products and any associated materials remain the property of Chemro or its licensors.
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8. Governing Law

- These Terms are governed by and construed in accordance with the laws of Victoria, Australia