

NAPPER'S KNIVES – REVIEWS, FEEDBACK & REPUTATION POLICY

Effective Date: 3 September 2026

Business Name: Napper's Knives

ABN: 87 794 301 644

Location: Nicholls, ACT, Australia

Email: info@nappersknives.com.au

1. Purpose

Napper's Knives values honest customer feedback and welcomes genuine reviews regarding customer experiences, services and interactions.

The purpose of this Policy is to promote fair, truthful and responsible feedback while discouraging false, misleading or malicious conduct that may cause unjustified harm to customers, members of the public or the business.

2. Honest Reviews Are Encouraged

Napper's Knives welcomes:

- Genuine customer reviews;
- Honest opinions;
- Constructive criticism;
- Suggestions for improvement;
- Feedback regarding customer experiences.

Customers are free to express honestly held views regarding services received.

Nothing in this Policy is intended to discourage genuine customer feedback or restrict rights available under applicable law.

3. Fair Dealing

Where a concern arises, customers are encouraged to contact Napper's Knives directly before publishing public complaints so that reasonable efforts may be made to understand and resolve the issue.

Napper's Knives is committed to addressing reasonable concerns professionally and respectfully.

4. False and Misleading Reviews

Users of the website, customers and any person interacting with Napper's Knives agree that they will not knowingly:

- Publish false reviews;
- Publish misleading reviews;
- Publish fabricated experiences;
- Publish reviews relating to services never received;
- Misrepresent communications with Napper's Knives;
- Misrepresent quotations, recommendations or service outcomes;
- Publish false allegations regarding the business or its owner;
- Publish materially inaccurate information concerning services provided.

This obligation applies to reviews published through:

- Google;
 - Facebook;
 - Social media platforms;
 - Online forums;
 - Industry websites;
 - Community groups;
 - Review websites;
 - Blogs;
 - Any other public platform.
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5. Review Manipulation

Users agree not to engage in:

- Coordinated review campaigns;
 - Review bombing;
 - Organised reputation attacks;
 - Fake account reviews;
 - Multiple reviews relating to the same transaction using different accounts;
 - Paid review services;
 - Third-party review manipulation;
 - Artificial review inflation or suppression.
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6. Impersonation and False Representation

Users agree not to:

- Pretend to be customers when they are not;
 - Pretend to have received services they did not receive;
 - Publish reviews under false identities;
 - Misrepresent their relationship with Napper's Knives;
 - Create false or misleading social-media content relating to Napper's Knives.
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7. Defamatory or Malicious Conduct

Users agree not to knowingly publish material which:

- Is false;
- Is misleading;
- Is malicious;
- Is intended primarily to harm the reputation of Napper's Knives;
- Misrepresents facts;
- Accuses individuals of unlawful conduct without reasonable basis;
- Encourages harassment or abuse.

Nothing in this Policy prevents the publication of honestly held opinions or legitimate complaints based on actual experiences.

8. Opportunity to Verify Facts

Where a user intends to publish serious allegations concerning:

- Quality of service;
- Professional conduct;
- Safety concerns;
- Business practices;
- Legal compliance;

the user is encouraged to first provide Napper's Knives a reasonable opportunity to clarify factual matters or respond.

9. Website Users and Customers

By:

- Using this website;
- Submitting enquiries;
- Requesting assessments;
- Requesting quotations;
- Booking services;
- Receiving services;

users acknowledge and agree that they will not knowingly publish or facilitate false, misleading or deceptive statements regarding Napper's Knives, its services, representatives or business activities.

10. Third-Party Platforms

Napper's Knives does not control third-party review platforms.

Where reviews are believed to be:

- False;
- Misleading;
- Fraudulent;
- Impersonated;
- Published in breach of applicable platform rules;

Napper's Knives reserves the right to:

- Request correction;
- Request clarification;

- Submit platform complaints;
 - Request review removal;
 - Respond publicly;
 - Preserve evidence;
 - Pursue available legal remedies where appropriate.
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11. Evidence Preservation

Users acknowledge that:

- Website enquiries;
- Emails;
- Photographs;
- Quotations;
- Booking requests;
- Service records;
- Communications;

may be retained for business, legal, operational and dispute-resolution purposes consistent with applicable privacy requirements.

Such records may be relied upon where factual disputes arise.

12. Business Reputation and Goodwill

The customer acknowledges that:

- Online reviews may influence purchasing decisions;
- False information may affect business reputation;
- Misleading statements may cause commercial loss;
- Published information can have long-term consequences.

Users agree to act reasonably, honestly and in good faith when publishing public commentary regarding Napper's Knives.

13. Legitimate Customer Rights Preserved

Nothing in this Policy:

- Prevents a customer from raising concerns;
- Prevents a customer from publishing honest reviews;
- Prevents a customer from expressing genuine opinions;
- Limits rights available under the Australian Consumer Law;
- Restricts lawful criticism based upon genuine experiences.

The intent of this Policy is solely to discourage knowingly false, fabricated or misleading conduct.

14. Reservation of Rights

Where Napper's Knives reasonably believes false or misleading material has been published, the business reserves all rights available under applicable law, including rights relating to:

- Defamation;
 - Misleading and deceptive conduct;
 - Business reputation;
 - Intellectual property;
 - Interference with business relationships;
 - Platform policy enforcement.
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15. Changes to This Policy

Napper's Knives may amend this Policy from time to time.

Updated versions will be published on the website and become effective upon publication.

16. Contact

Napper's Knives

ABN: 87 794 301 644

Nicholls, ACT 2913

Email: info@nappersknives.com.au

Questions regarding reviews, complaints, customer feedback or this Policy may be directed to the above email address.