



**Central National
Australia Pty. Ltd.**
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Central National

A member of Central National-Gottesman Inc./Lindenmeyr Group

Returns & Warranty – Office Furniture (Australia)

Returns Policy

Overview

This Returns Policy applies to all office furniture purchased through online stores within Australia.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Nothing in this policy limits your rights under the ACL.

Change of Mind Returns

We accept change of mind returns subject to the following conditions:

- Request lodged within **14 days of delivery**
- Item is **unused, unassembled, and in original packaging**
- Item is in **resaleable condition**
- Proof of purchase provided

Exclusions

We do not accept change of mind returns for:

- Custom or made-to-order items
- Clearance or final sale items
- Assembled or used products

Costs

- Return freight is at the customer's expense
 - Original shipping charges are non-refundable
 - A restocking fee of up to 15% may apply
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Faulty, Damaged or Incorrect Products

If your order arrives damaged, faulty, or incorrect, please contact us as soon as possible (we recommend within **48 hours of delivery**) with:

- Photos of the issue
- Description of the problem
- Order details

We will assess the claim in line with the ACL and our Warranty Policy.

Where a fault is confirmed, we will provide a remedy which may include:

- Repair
- Replacement
- Refund (where required under law)

We will time to time cover reasonable freight costs for confirmed faulty or damaged items. The decision on return of goods will be at our discretion.

ACL – Major & Minor Failures

Under the ACL:

- **Major failure:** You are entitled to choose a refund or replacement
- **Minor failure:** We may repair or replace within a reasonable time

A product has a major failure if it is unsafe, significantly different from description, or does not perform as expected.

Returns Process

1. Contact us using the details below
2. Provide proof of purchase and details of the issue
3. Photos of all issues
4. Wait for return approval and instructions (No stock is to be returned to affiliated marketplace stores)

Returns without prior approval may not be accepted.

Refunds

- Refunds are issued to the original payment method
 - Allow **5–10 business days** after review of details provided
 - Shipping costs refunded only where required under ACL
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Assembly

- Products must be assembled as per instructions
 - We are not responsible for damage caused by incorrect assembly
 - Assembled items are not eligible for change of mind returns
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Product Variations

Minor variations in colour, finish, or dimensions may occur and do not constitute a fault.

Warranty Policy

Warranty Statement

This warranty is provided by **Central National Australia Pty Ltd** for office furniture supplied in Australia.

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Coverage

We warrant that our products are free from defects in materials and workmanship under normal commercial use for the following periods:

- Workstations / Desks: **3 years**
- Chairs (excluding upholstery): **3 years**
- Upholstery / Fabrics: **2 years**
- Storage Units: **3 years**
- Mechanical Components: **3 years**

Warranty period begins from the date of purchase.

What is Covered

- Manufacturing defects
 - Structural failures under normal use
 - Mechanical component faults
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What is Not Covered

- Normal wear and tear (scratches, dents, fading, fabric wear, spills)
 - Misuse, abuse, or improper assembly
 - Failure to follow care instructions
 - Unauthorised modifications or repairs
 - Environmental damage (moisture, sunlight, corrosive conditions)
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Remedies

If a valid claim is made, we will (in accordance with the ACL):

- Repair; or
- Replace; or
- Refund (where required)

Repaired or replaced items are covered for the remainder of the original warranty period.

How to Make a Claim

Please provide:

- Proof of purchase
- Description of the issue
- Photos (if applicable)

Contact Details:

Central National Australia Pty Ltd
Unit 1, 8 Samantha Court, Knoxfield VIC 3180
Phone: 03 9881 6200
Email: orders@cennat.com.au

We may request inspection or return of the product. Any associated costs will be handled in accordance with the ACL.

Care & Maintenance

To maximise product life:

- Follow assembly instructions
- Use as intended
- Clean with non-abrasive products
- Avoid extreme temperatures and sunlight

Failure to follow these may void warranty.

Limitation of Liability

To the extent permitted by law, our liability is limited to the remedies outlined in this policy. This warranty is provided in addition to your ACL rights.

Governing Law

This policy is governed by the laws of Australia.