



# About Mecca Care

Nero have collaborated with Australian designers from Avail Designs to create a range that are both compliant to standards and fit in with the latest Australian bathroom design trends. Suitable for AS1428.1 compliant accessible bathrooms, private homes or public bathrooms

The ultimate solution for safe, stylish disability care bathroom accessories. With unbeatable strength, modern design, and easy installation, Mecca Care products offer unparalleled safety and dignity for individuals with disabilities. With a full range of options, including grab rail showers, grab rails, backrests, folding shower seats, and more, Mecca Care products are the ultimate solution for any DDA space, offering both practicality and style. Make a lasting impact with Mecca Care, the new standard in disability care bathroom accessories.







Assisted Living 25mm

150kg Capacity

# Stylish Look

With a modern design and a range of six different colors, Mecca Care products offer a stylish and high-end choice for DDA restrooms, moving away from the traditional and outdated designs of most disability care bathroom accessories.

## Modular Design

The Mecca Care rails can be mounted horizontally, vertically or at any angle and cut down to size during installation to suit your bathroom. You can easy retrofit the rails into existing bathrooms by cutting the rails to size during installation. Suitable for walls supported by timber or steel studs, concrete or brick.

25mm diameter rails are suitable for heavy duty towel rails and smaller hands in private bathrooms and they blend in nicely with Nero Mecca bathroom accessories. All rails are rated to the same 150kg capacity.







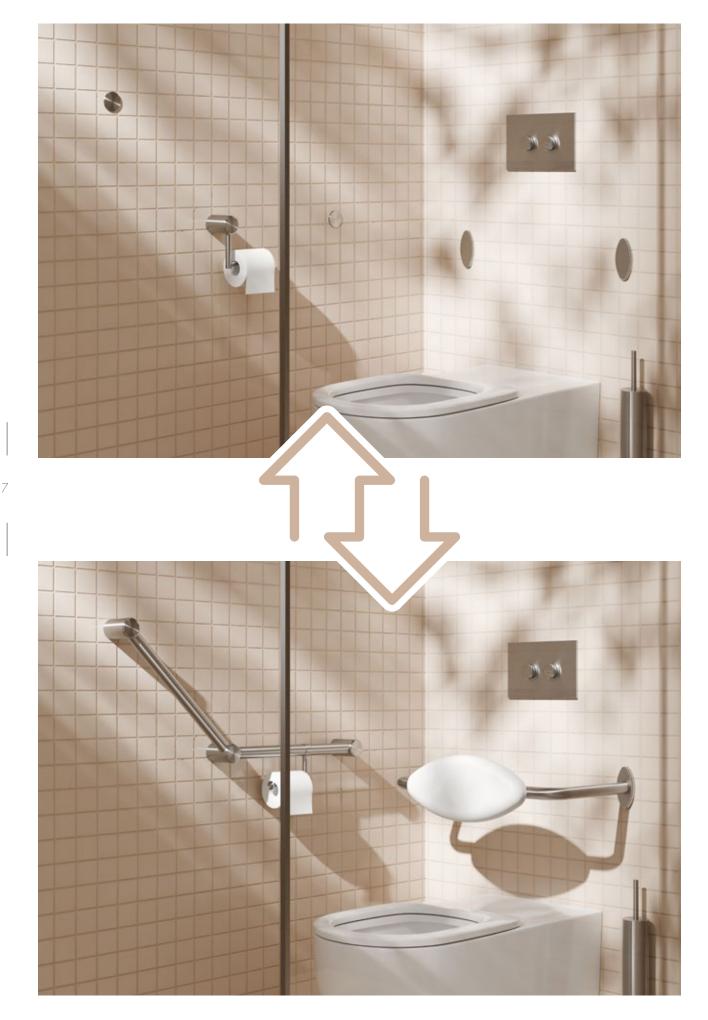


# Excellent Engineering

The Mecca Care products have a clever and superior engineering structure, making them easy to install and use. This ensures that they can be used in a range of settings, providing the necessary support and assistance to those who need it.

### Diverse Product Line

The Mecca Care provides full support for disability care in a variety of environments. The range includes two product lines, DDA 32mm and Assisted Living 25mm, catering to commercial and residential settings respectively.



### Enhanced Dignity

With their modern design, Mecca Care products help to enhance the dignity of disabled individuals, ensuring they feel more respected and valued. By offering a more stylish and high-end choice, this range of disability care bathroom accessories helps to improve the lives of those who use them.

### Adaptable Bathrooms For Accommodation

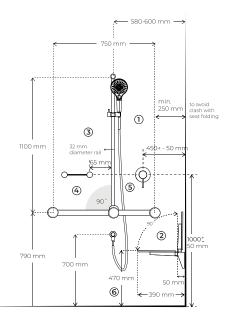
The unique wall bracket designs allows for rails to be removed and replaced with caps and other Nero Care bathroom accessories without any power tools. This allows accommodation managers to quickly adapt to their users individual needs like removing a backrest for accommodation user or adding an extra grab rail to assist a shower seat user. Just loosen the grub screw and quickly change out the grab rail for another accessory.

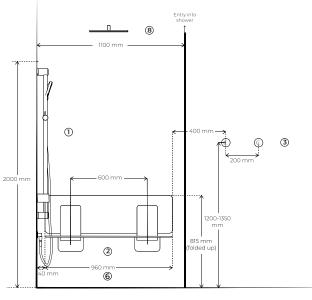
### AS1428.1 DDA WHEELCHAIR ACCESSIBLE SHOWER



FRONT VIEW





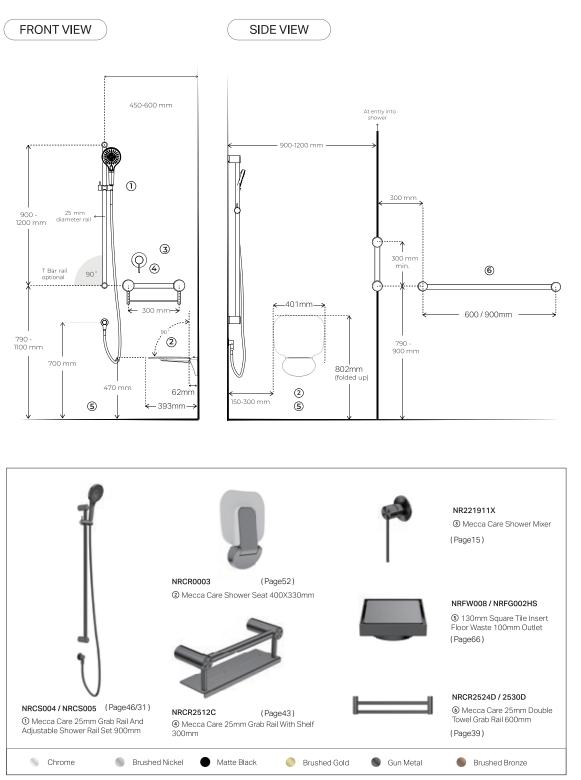




Angled grab rails can be mounted on either left or right hand wall.

### **ASSISTED LIVING SHOWER – PREMIUM**



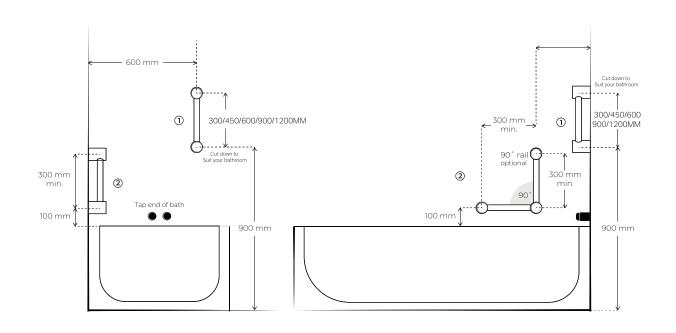


For private homes you can choose from any of our 25 or 32mm diameter grab rails.

### ASSISTED LIVING BATH RAIL

FRONT VIEW

SIDE VIEW



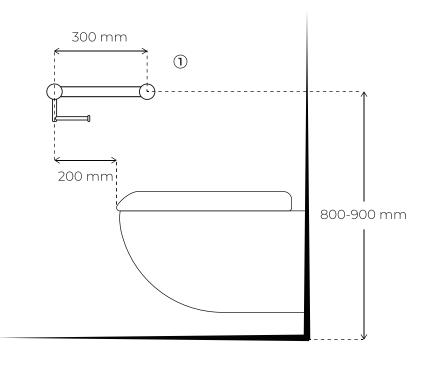


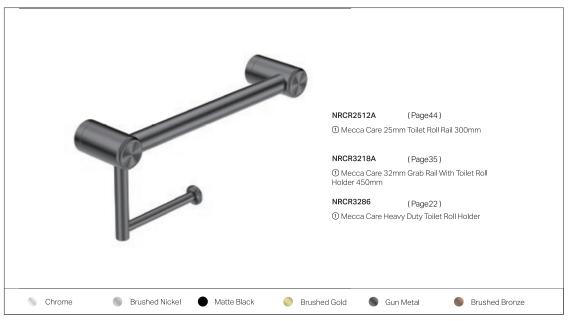
For private homes you can choose from any of our 25 or 32mm diameter grab rails.

### ASSISTED LIVING WHEELCHAIR ACCESSIBLE SHOWER



FRONT VIEW

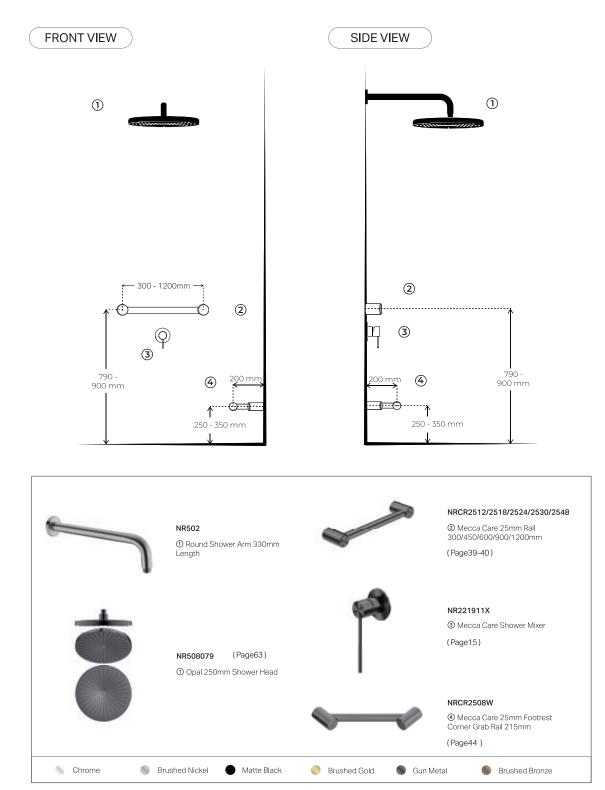




For private homes you can choose from any of our 25 or 32mm diameter grab rails.

### **ASSISTED LIVING SHOWER – BASIC**





For private homes you can choose from any of our 25 or 32mm diameter grab rails.



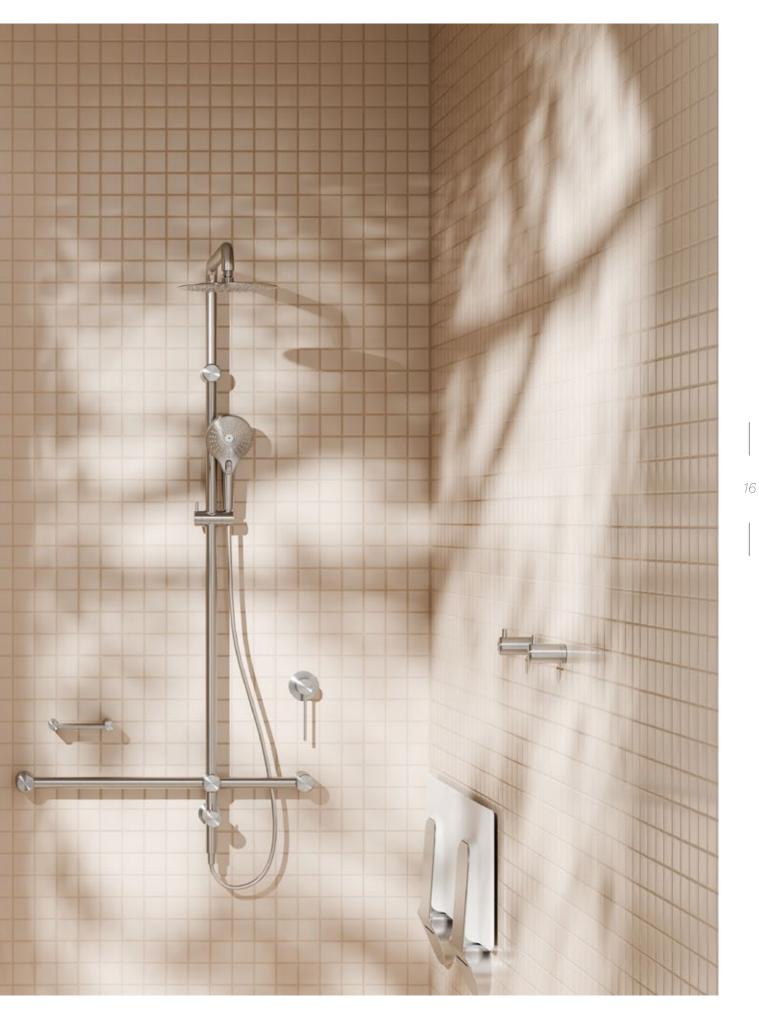
# MECCA CARE DDA CARE 32MM

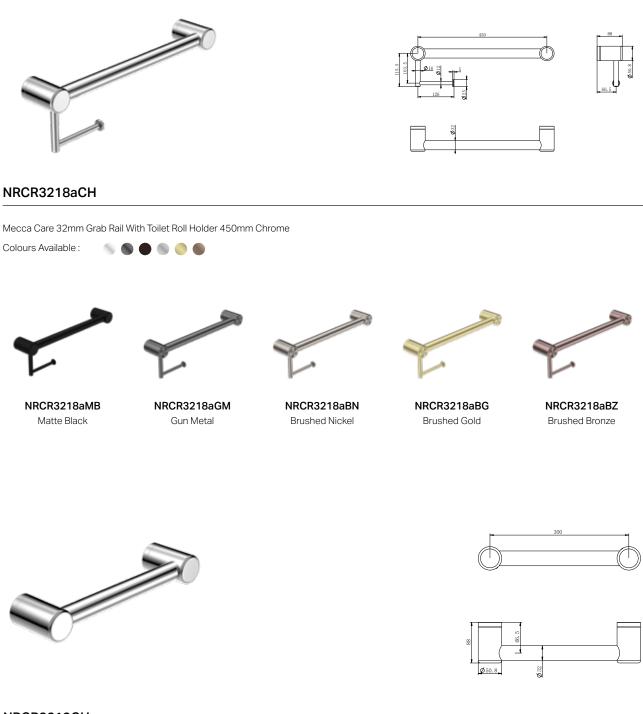


DDA Care 32mm



15





#### NRCR3212CH

Mecca Care 32mm Grab Rail 300mm Chrome Colours Available :



NRCR3212MB

Matte Black



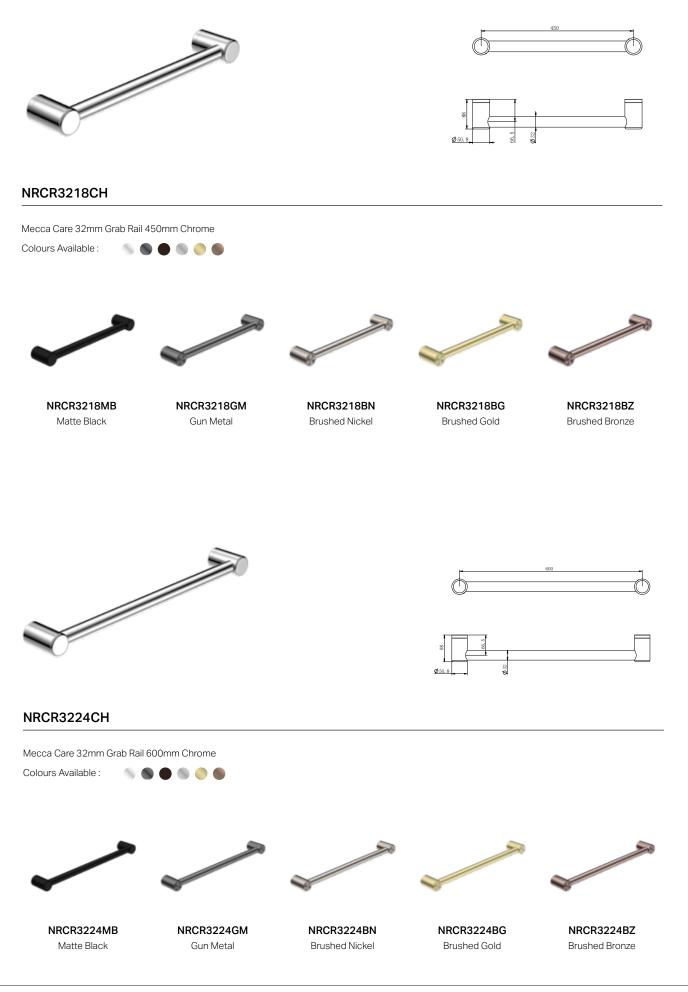
NRCR3212GM Gun Metal

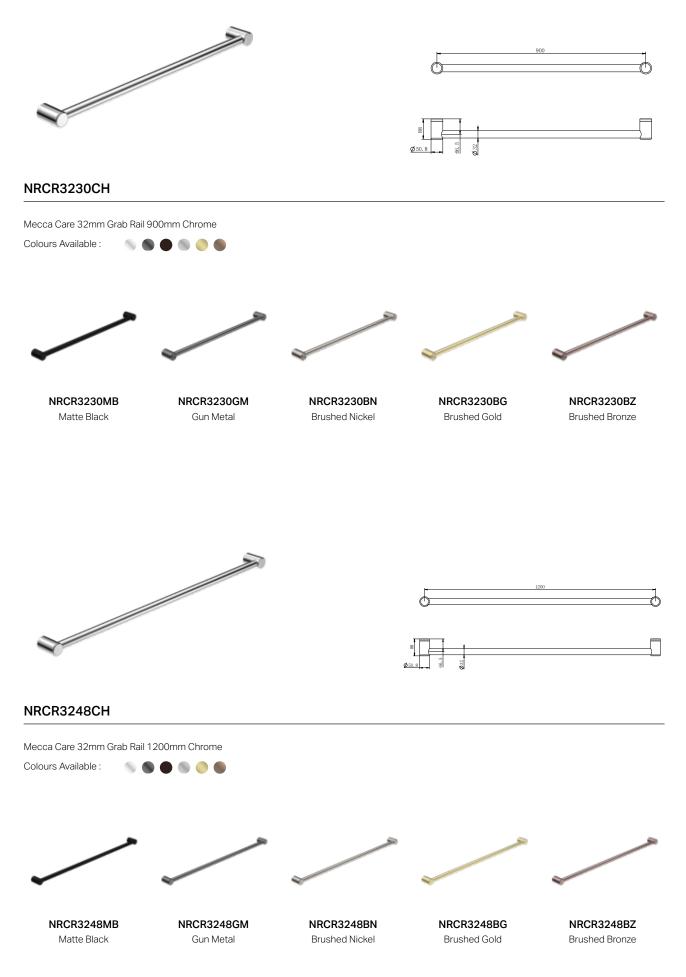


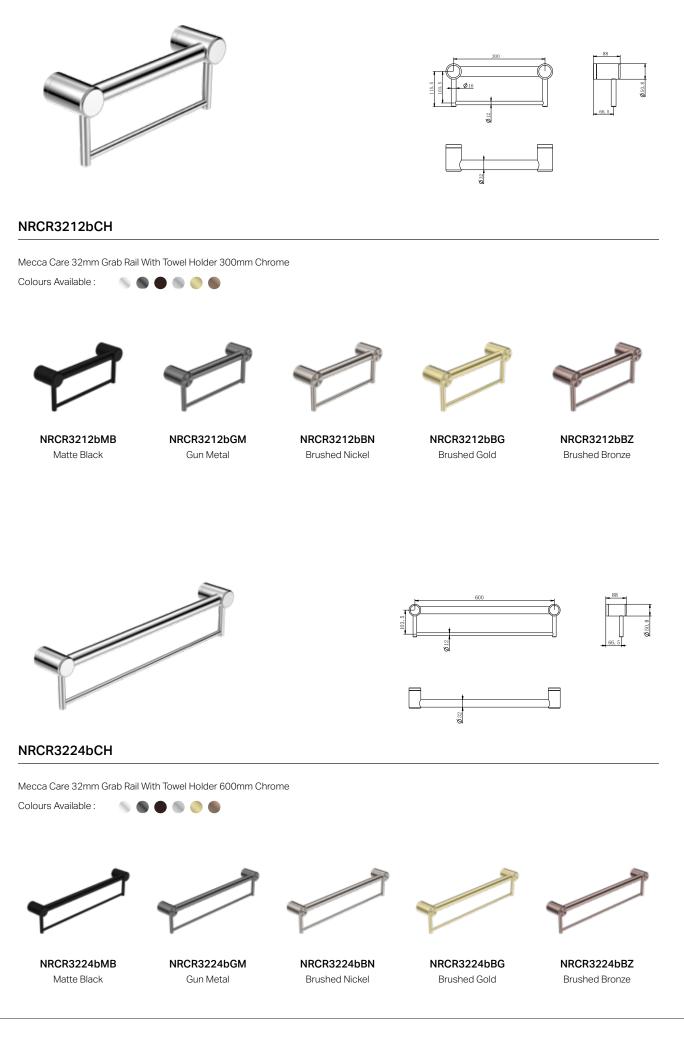
NRCR3212BN Brushed Nickel

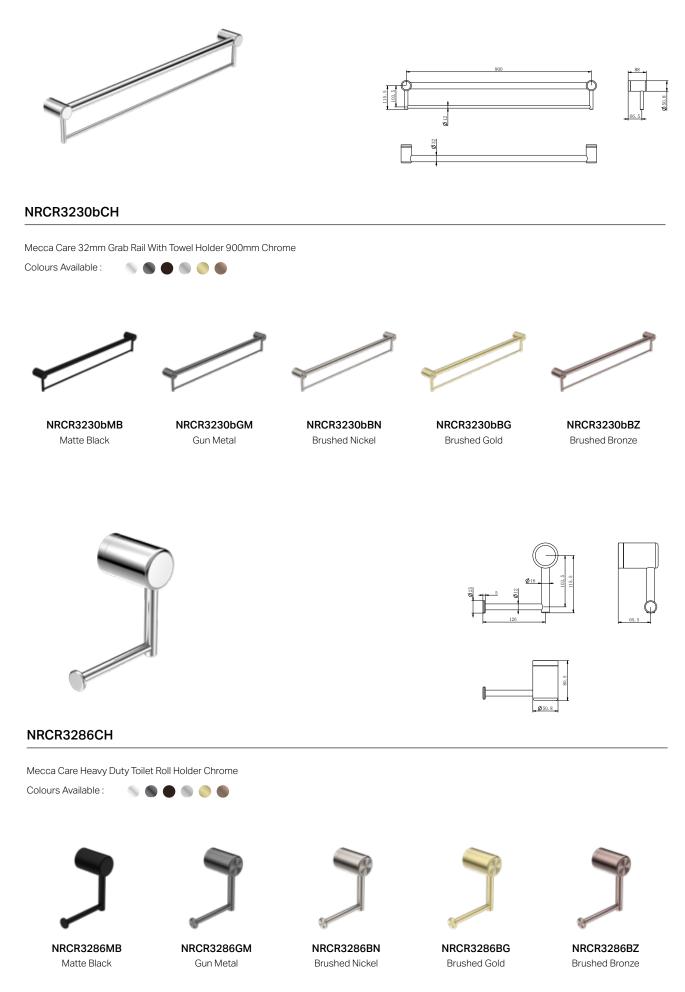


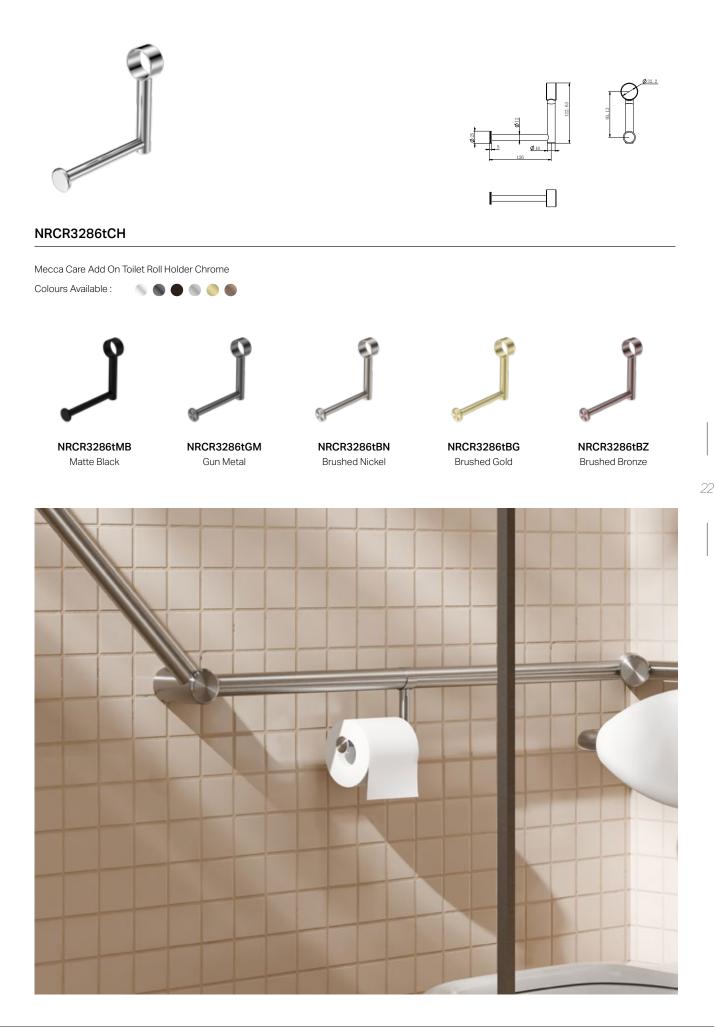
NRCR3212BG Brushed Gold NRCR3212BZ Brushed Bronze

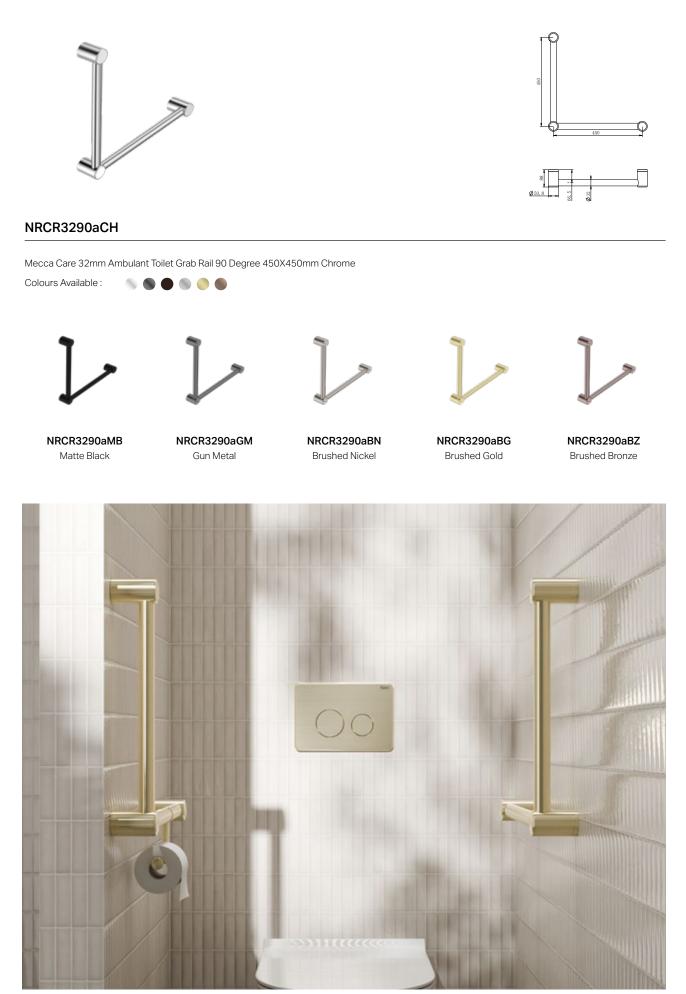


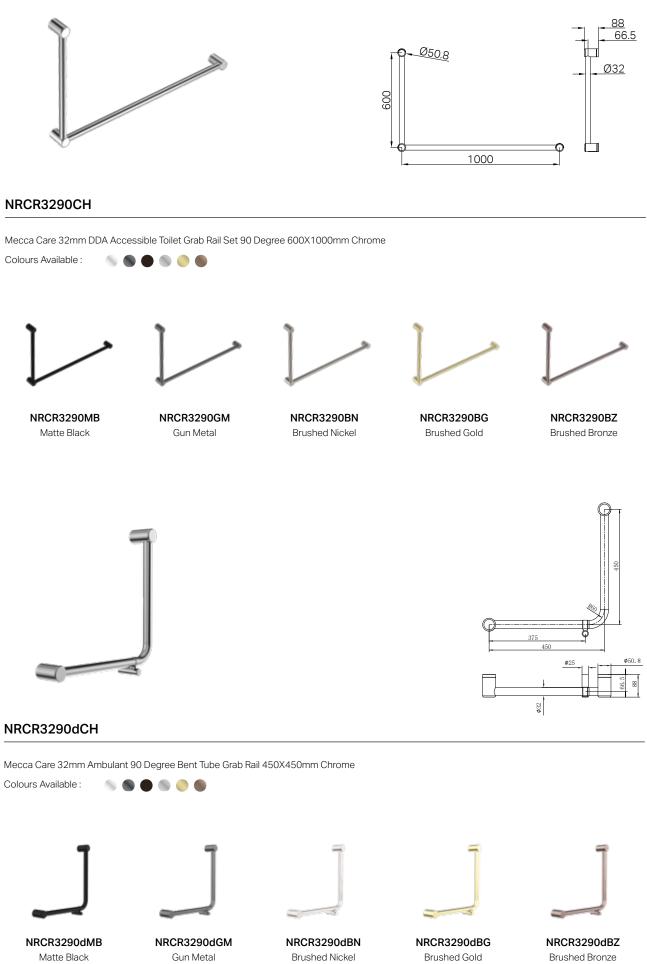




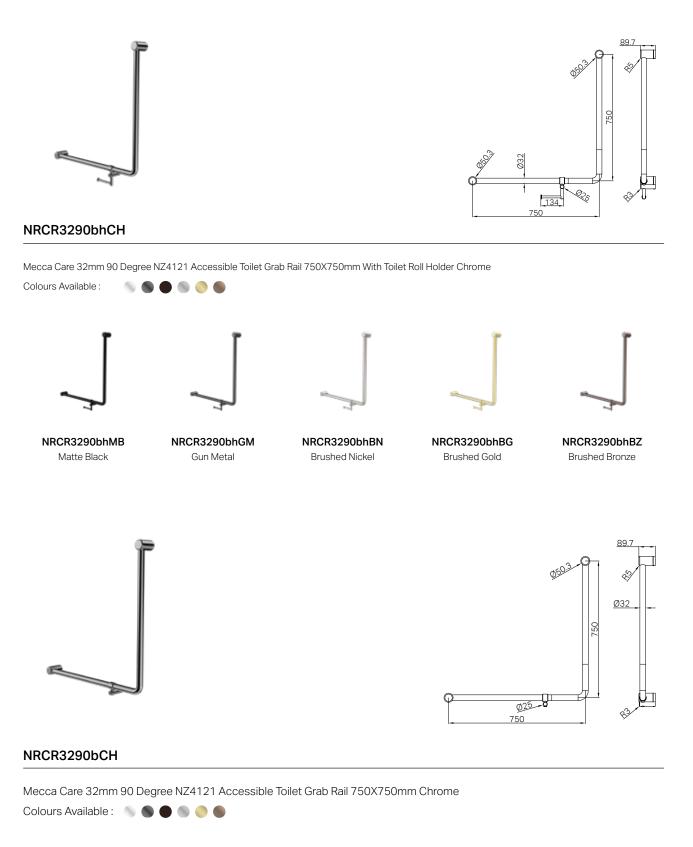








Brushed Bronze











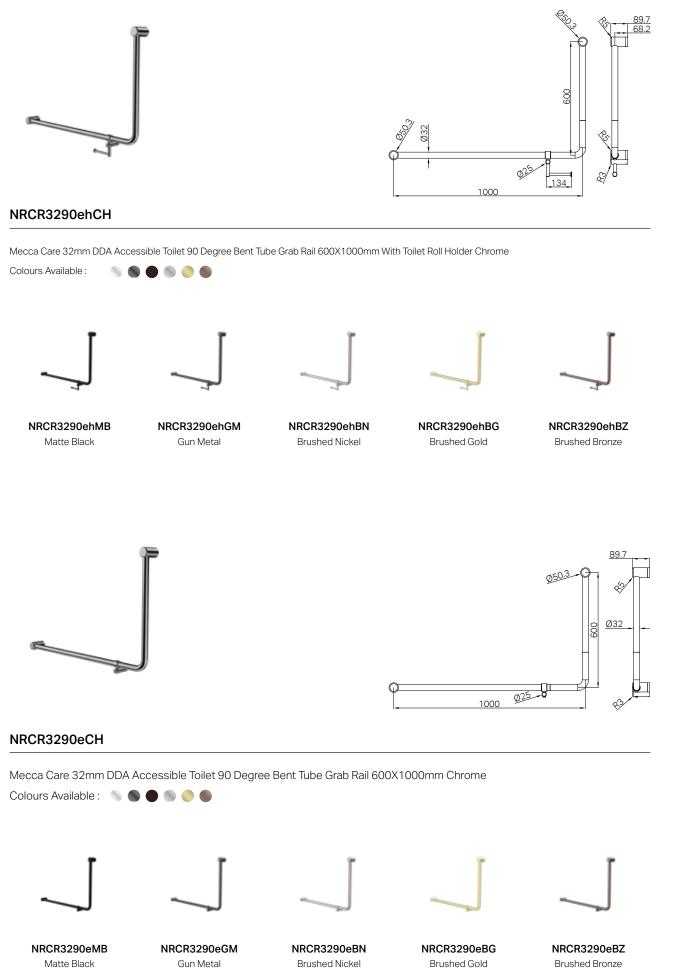
NRCR3290bMB Matte Black

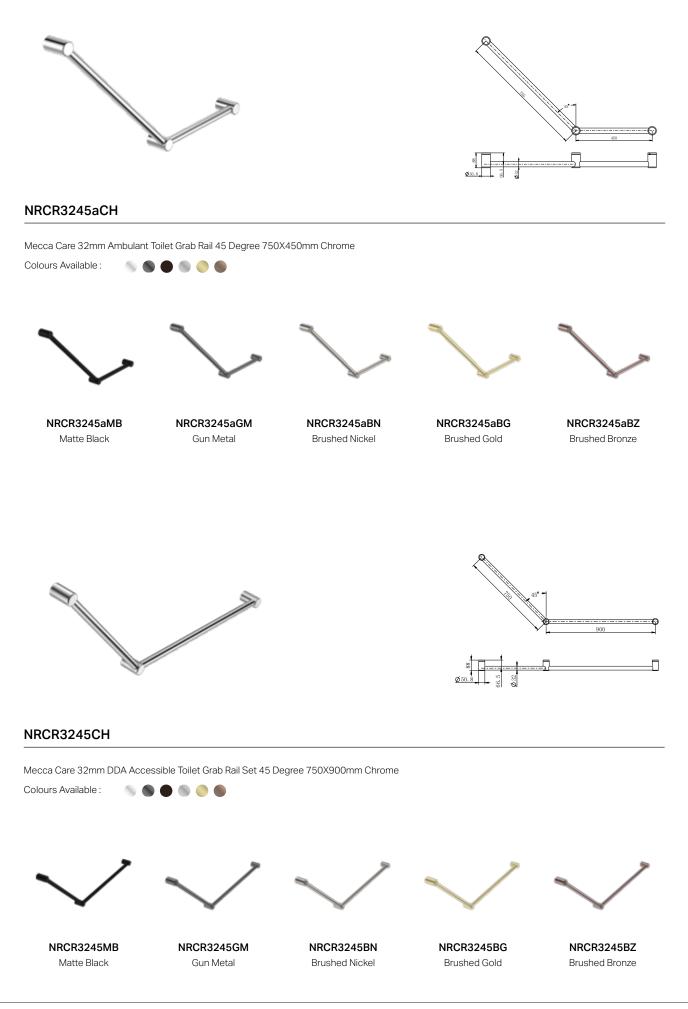
NRCR3290bGM Gun Metal

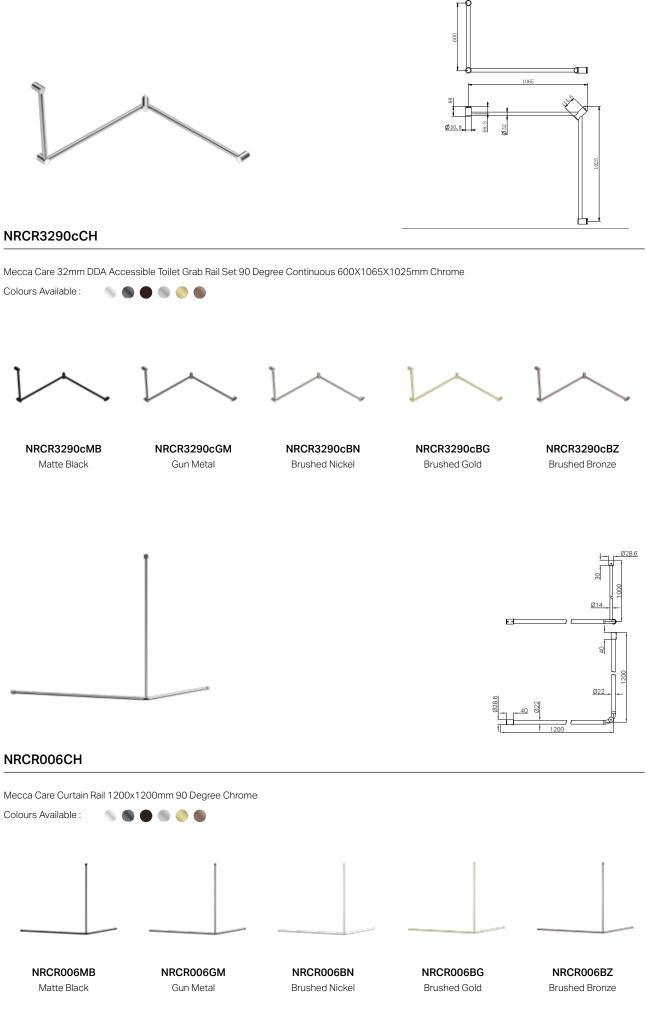
NRCR3290bBN Brushed Nickel

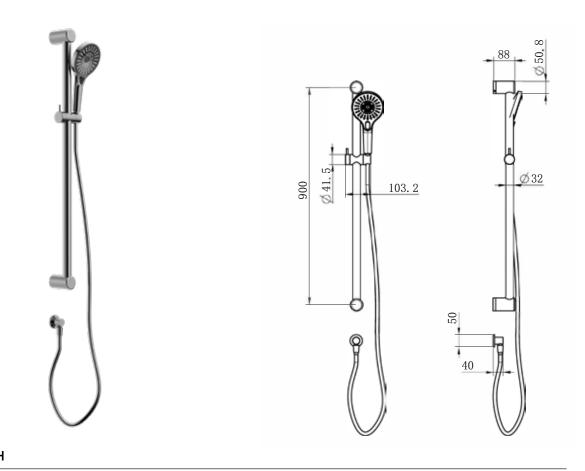
NRCR3290bBG Brushed Gold

NRCR3290bBZ Brushed Bronze









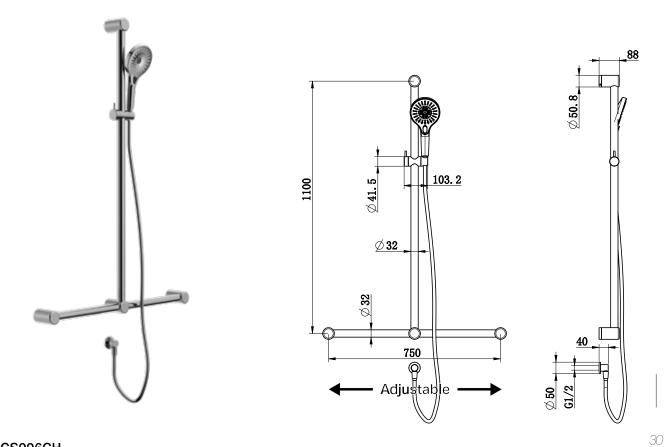
#### NRCS005CH

Mecca Care 32mm Grab Rail And Adjustable Shower Rail Set 900mm Chrome

Colours Available : Solution Sector S

WELS Rating : 3 Star, 9L/Min WELS Registration No. : S17575





#### NRCS006CH

Mecca Care 32mm T Bar Grab Rail And Adjustable Shower Set 1100X750mm Chrome

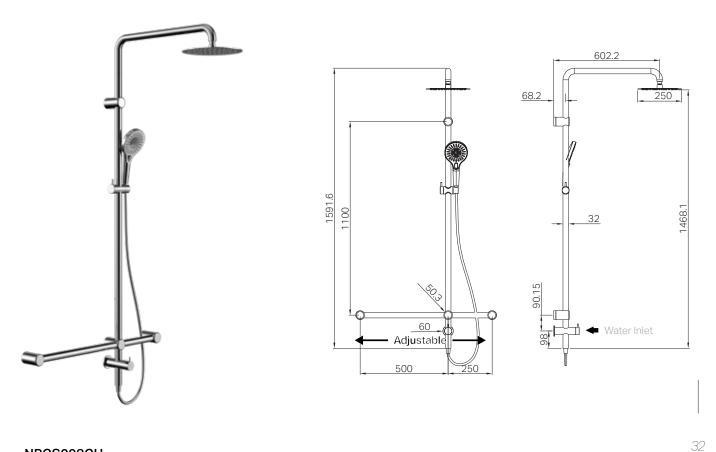
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Colours Available :

WELS Rating : 3 Star, 9L/Min WELS Registration No. : S17576







#### NRCS008CH

Mecca Care 32mm T Bar Grab Rail 1100x750mm Twin Shower Set Chrome

Colours Available :

WELS Rating : Overhead shower 4 Star 7.5L/Min, Hand Shower 4 Star 7.5L/Min WELS Registration No. : S18359

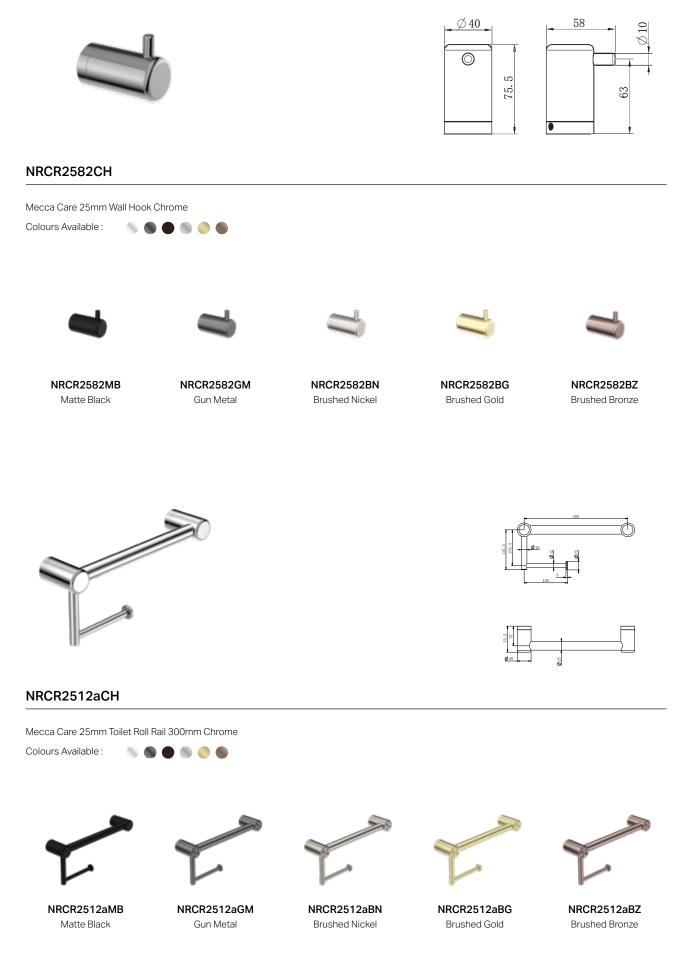


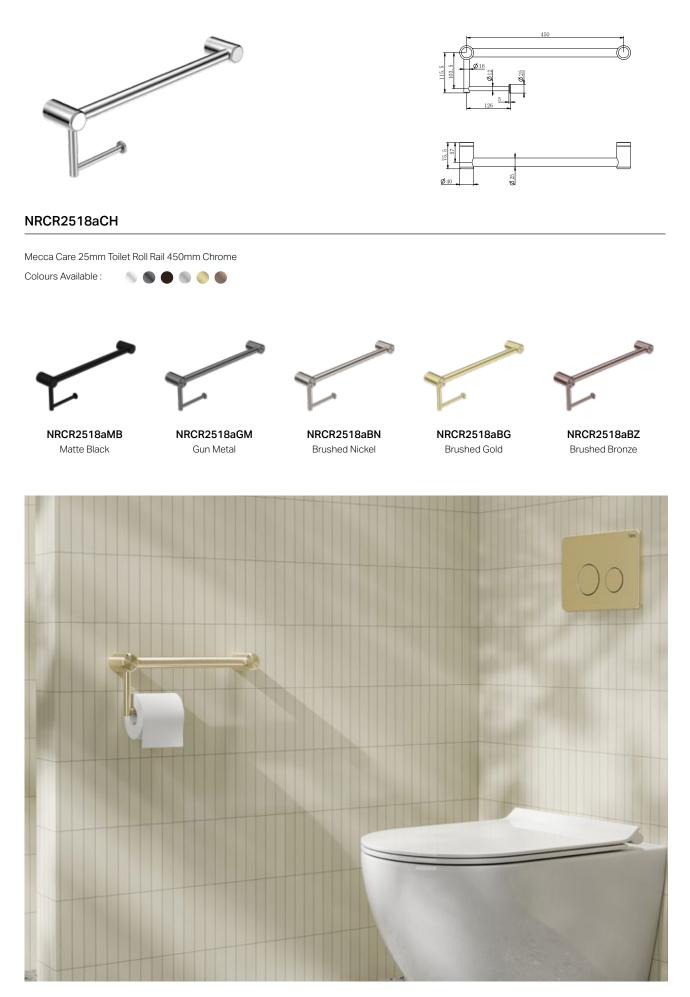


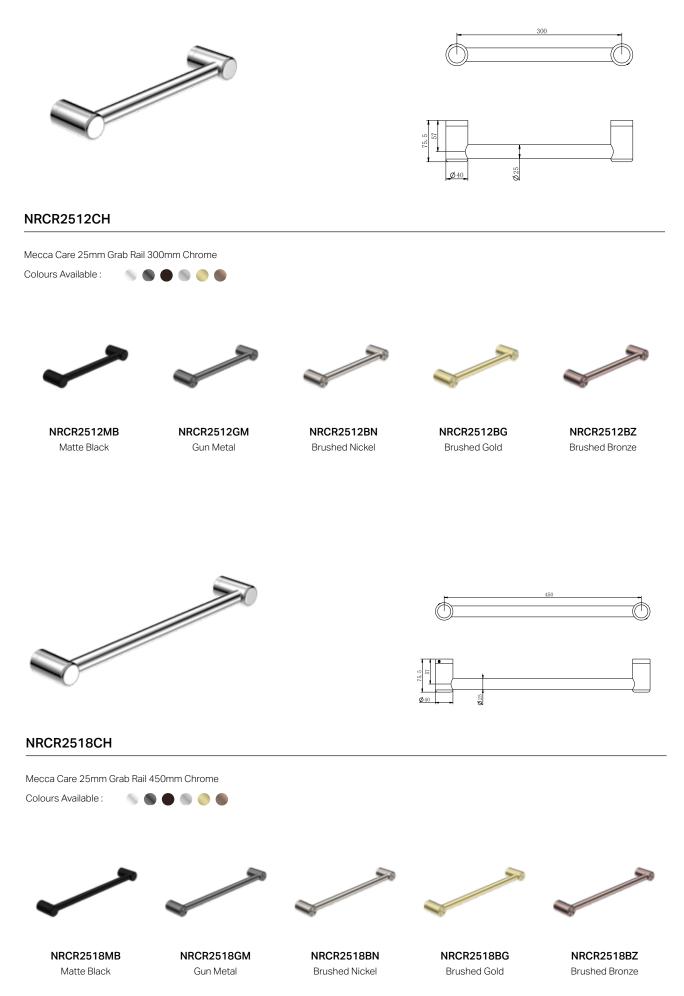
# MECCA CARE ASSISTED LIVING 25MM

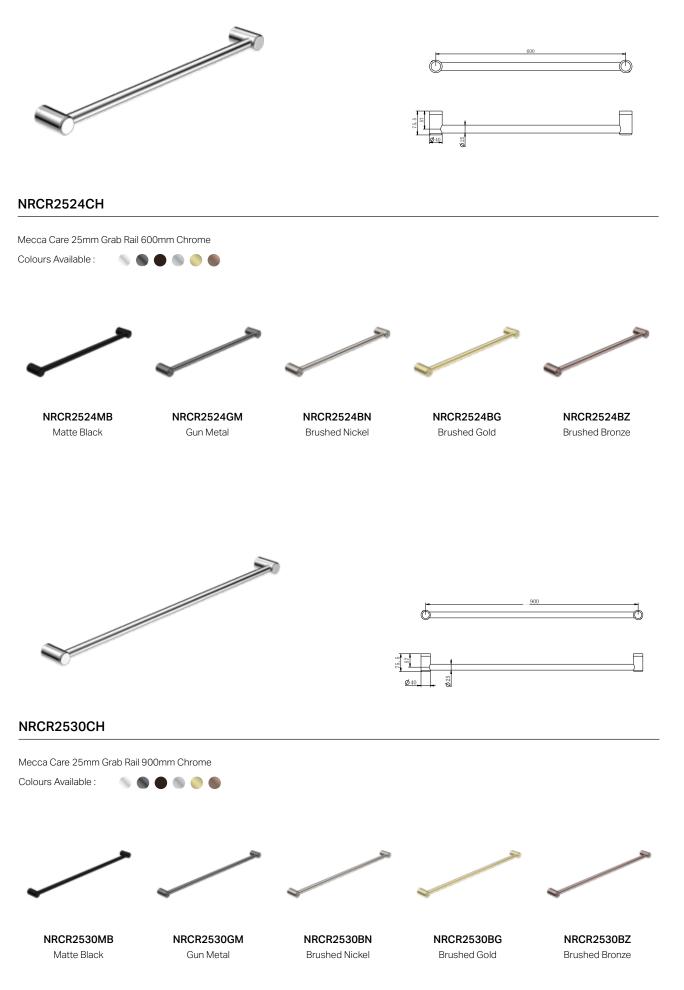












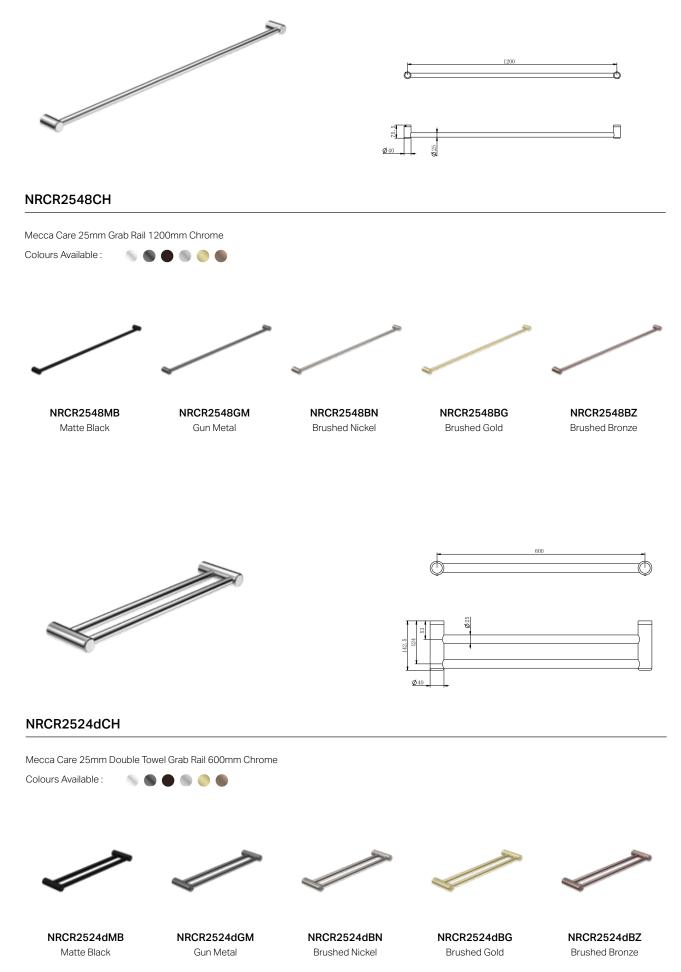


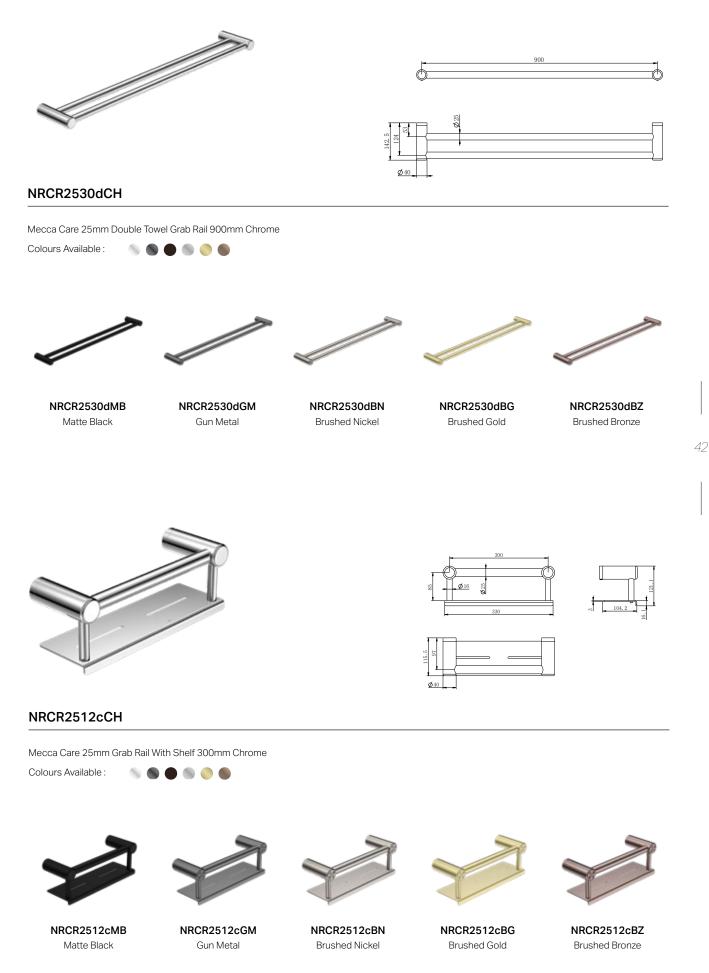
# MECCA CARE ASSISTED LIVING 25MM BATHROOM

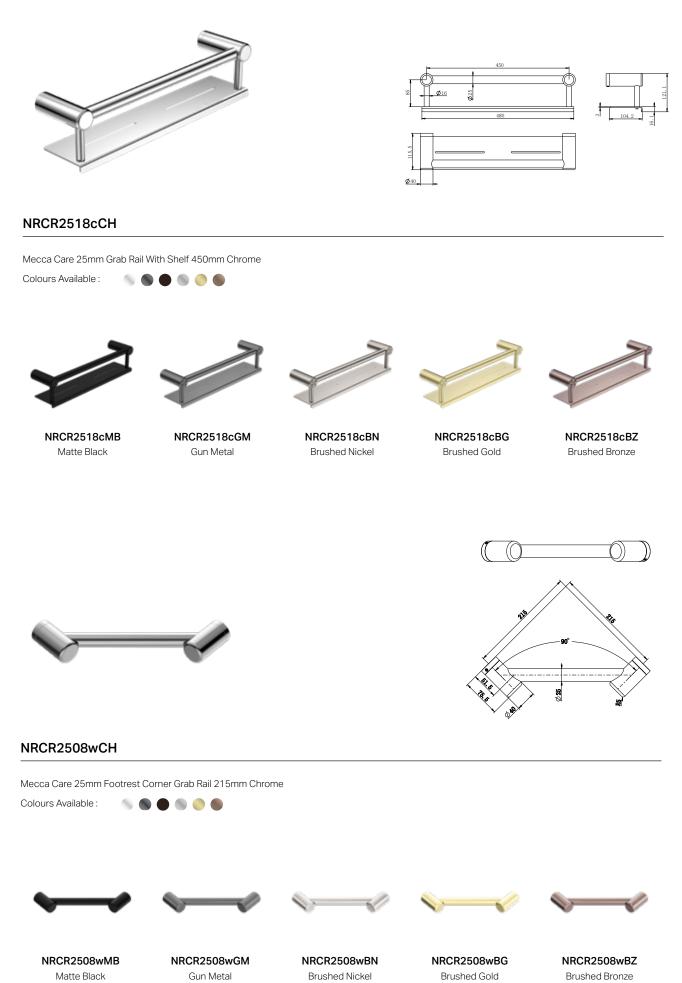


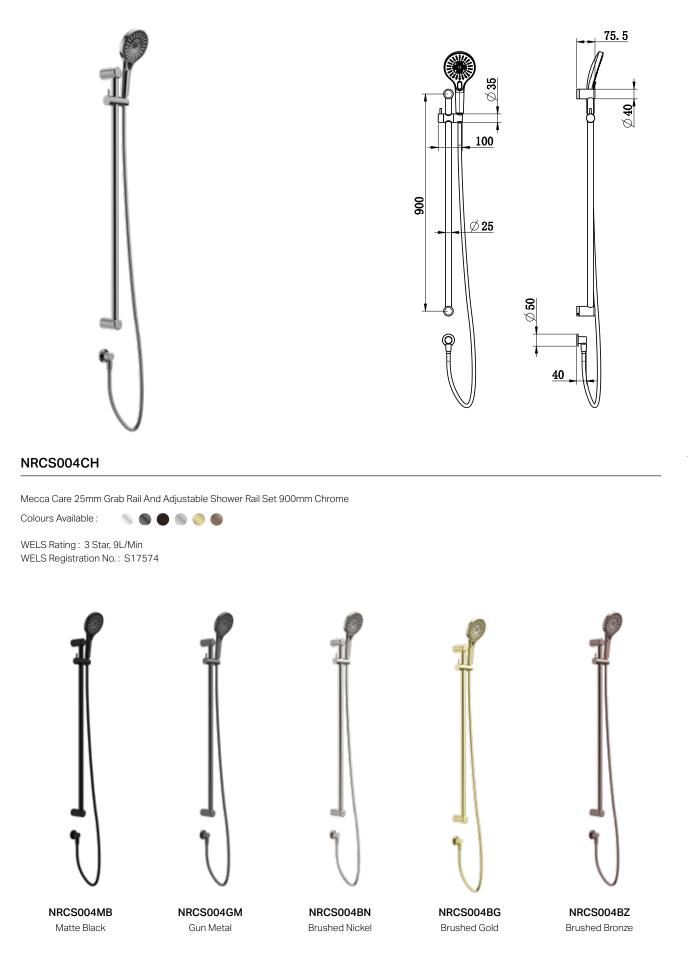




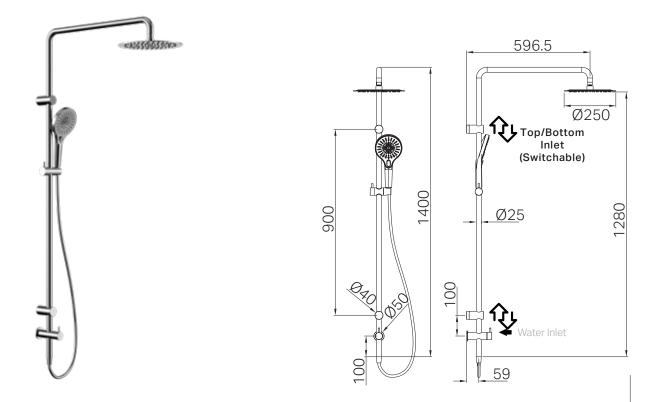












## NRCS007CH

Mecca Care 25mm Grab Rail 900mm Twin Shower Set Chrome

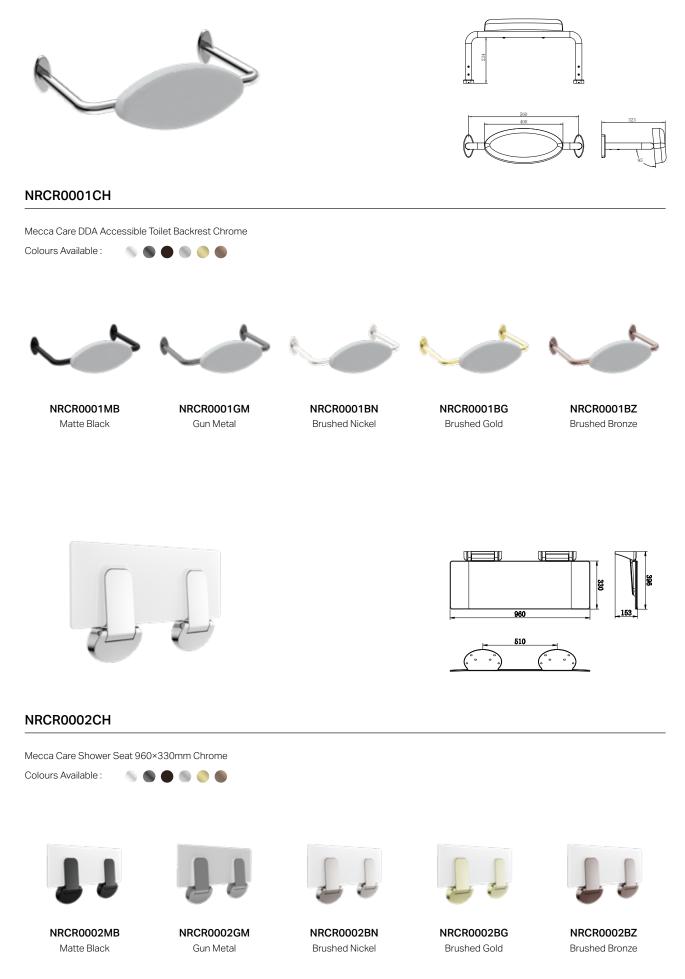
Colours Available : 👘 🌑 🔵 🌑 🧶

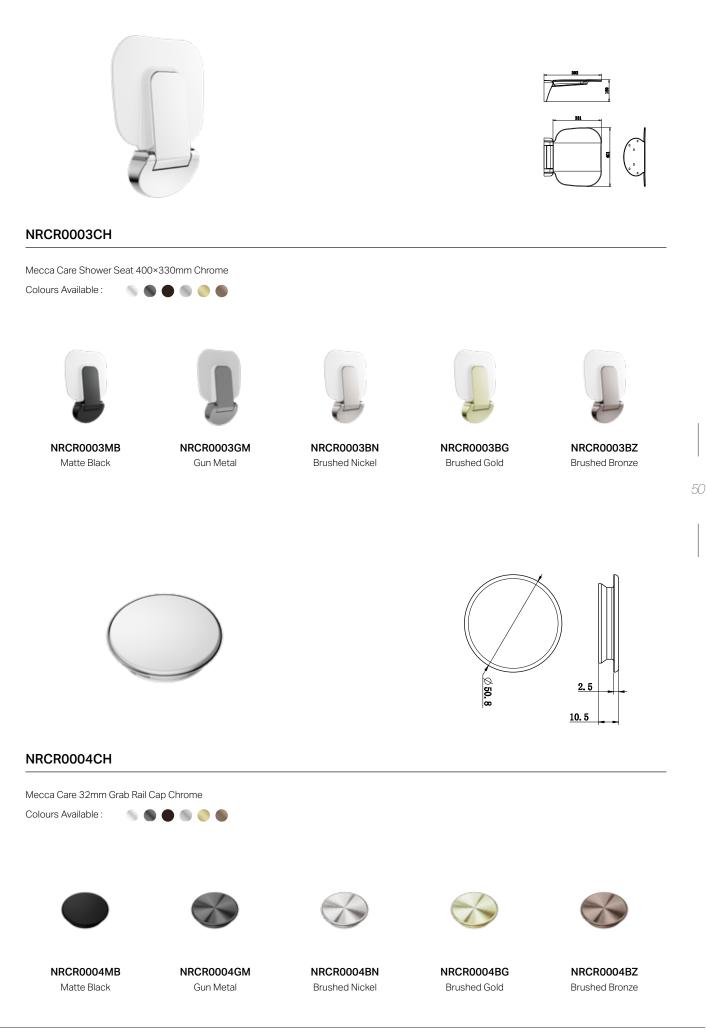
WELS Rating : Overhead shower 4 Star 7.5L/Min, Hand Shower 4 Star 7.5L/Min WELS Registration No. : \$18358

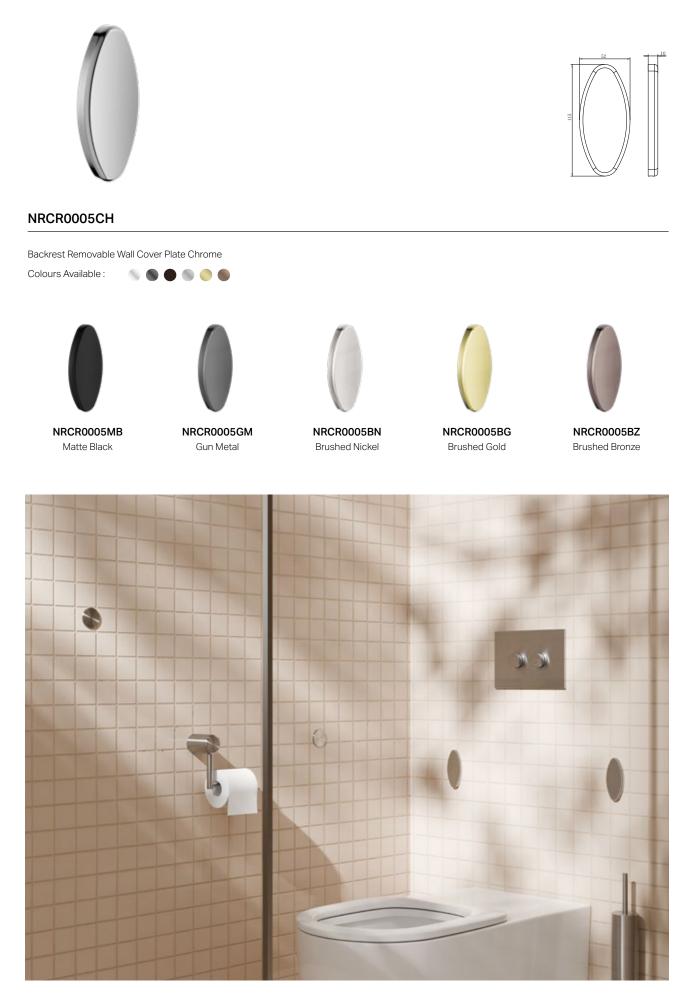














## NR221901CH

Mecca Basin Mixer Chrome

Colours Available :

WELS Rating : 5 Star, 5L/Min WELS Registration No. : T43208

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NR221901MB Matte Black

NR221901GM Gun Metal



NR221901BN Brushed Nickel



NR221901BG Brushed Gold



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157.

NR221901BZ Brushed Bronze





## NR221901dCH

Mecca Care Basin Mixer Chrome

Colours Available :

WELS Rating : 5 Star, 5L/Min WELS Registration No. : T43209



NR221901dMB

Matte Black



NR221901dGM Gun Metal



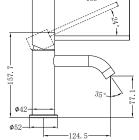
NR221901dBN Brushed Nickel



NR221901dBG Brushed Gold

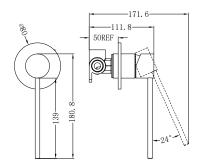


NR221901dBZ Brushed Bronze



80





### NR221911xCH

Mecca Care Shower Mixer Chrome Colours Available :



NR221911xMB

Matte Black



NR221911xGM

Gun Metal



NR221911xBN Brushed Nickel



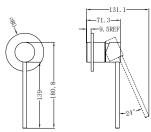
Brushed Gold



NR221911xBZ Brushed Bronze

53





## NR221911xtCH

Mecca Care Shower Mixer Trim Kits Only Chrome Colours Available :



NR221911xtMB Matte Black



NR221911xtGM Gun Metal



NR221911xtBN Brushed Nickel



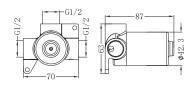
NR221911xtBG Brushed Gold

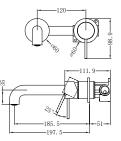


NR221911xtBZ Brushed Bronze



NRUB002P Premium 35mm Universal Shower Mixer Body Only





## NR221910c185CH

Mecca Wall Basin/Bath Mixer Separate Back Plate 185mm Chrome

Colours Available : WELS Rating : 5 Star, 6L/Min WELS Registration No: T41621











NR221910c185MB Matte Black

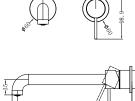
NR221910c185GM Gun Metal

NR221910c185BN Brushed Nickel

NR221910c185BG Brushed Gold







-120/160/185/230/260 -132/172/197/242/272-

NR221910c185tCH

Mecca Wall Basin/Bath Mixer Separate Back Plate 185mm Trim Kits Only Chrome

Colours Available : WELS Rating : 5 Star, 6L/Min WELS Registration No: T41621



NR221910c185tMB Matte Black



NR221910c185tGM Gun Metal



NR221910c185tBN Brushed Nickel



NR221910c185tBG Brushed Gold



NR221910c185tBZ Brushed Bronze

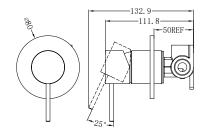






NRUB001P Premium 35mm Universal Wall Basin/Bath Mixer Body Only





## NR221911CH

Mecca Shower Mixer 80mm Plate Chrome

Colours Available :





NR221911MB Matte Black

NR221911GM Gun Metal



NR221911BN Brushed Nickel





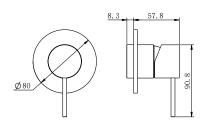
NR221911BG Brushed Gold



NR221911BZ Brushed Bronze







## NR221911tCH

Mecca Shower Mixer 80mm Plate Trim Kits Only Chrome

5 S O S O O

Colours Available :



NR221911tMB Matte Black



NR221911tGM Gun Metal



NR221911tBN Brushed Nickel



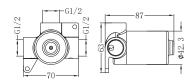
NR221911tBG Brushed Gold



NR221911tBZ Brushed Bronze



NRUB002P Premium 35mm Universal Shower Mixer Body Only





## NR221911aCH

Mecca Shower Mixer With Divertor Chrome

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Colours Available :





NR221911aMB Matte Black

NR221911aGM Gun Metal



NR221911aBN Brushed Nickel

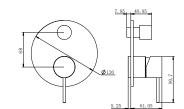


NR221911aBG Brushed Gold



NR221911aBZ Brushed Bronze





## 56

## NR221911atCH

Mecca Shower Mixer With Divertor Trim Kits Only Chrome







NR221911atMB Matte Black



NR221911atGM Gun Metal



NR221911atBN Brushed Nickel



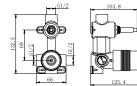
NR221911atBG Brushed Gold

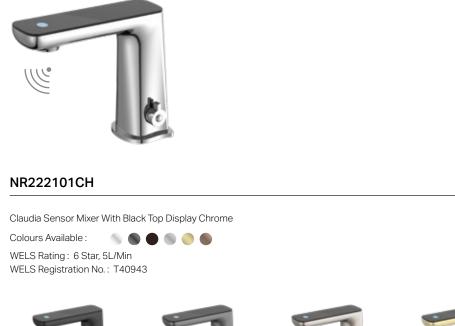


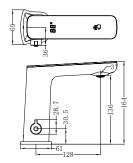
NR221911atBZ Brushed Bronze



NRUB003P Premium 35mm Universal Shower Mixer With Divertor Body Only











NR222101MB Matte Black

NR222101GM



Gun Metal



NR222101BN Brushed Nickel

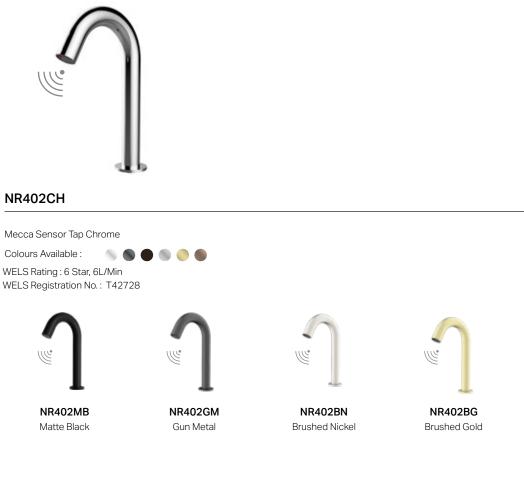


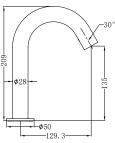
NR222101BG Brushed Gold



NR222101BZ Brushed Bronze





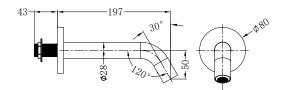


WELS Rating : 6 Star, 6L/Min



NR402BZ Brushed Bronze





## NR405CH

Mecca Wall Mount Sensor Tap 80mm Plate Chrome



WELS Rating : 6 Star, 6L/Min WELS Registration No.: T42684



NR405MB Matte Black

NR405GM Gun Metal



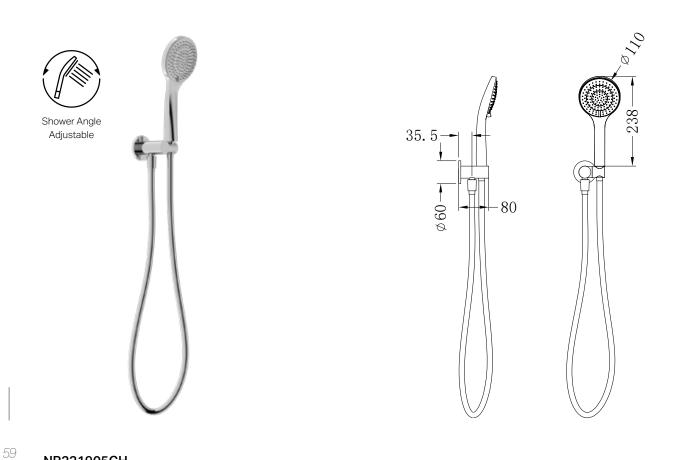
NR405BN Brushed Nickel



NR405BG Brushed Gold



NR405BZ Brushed Bronze



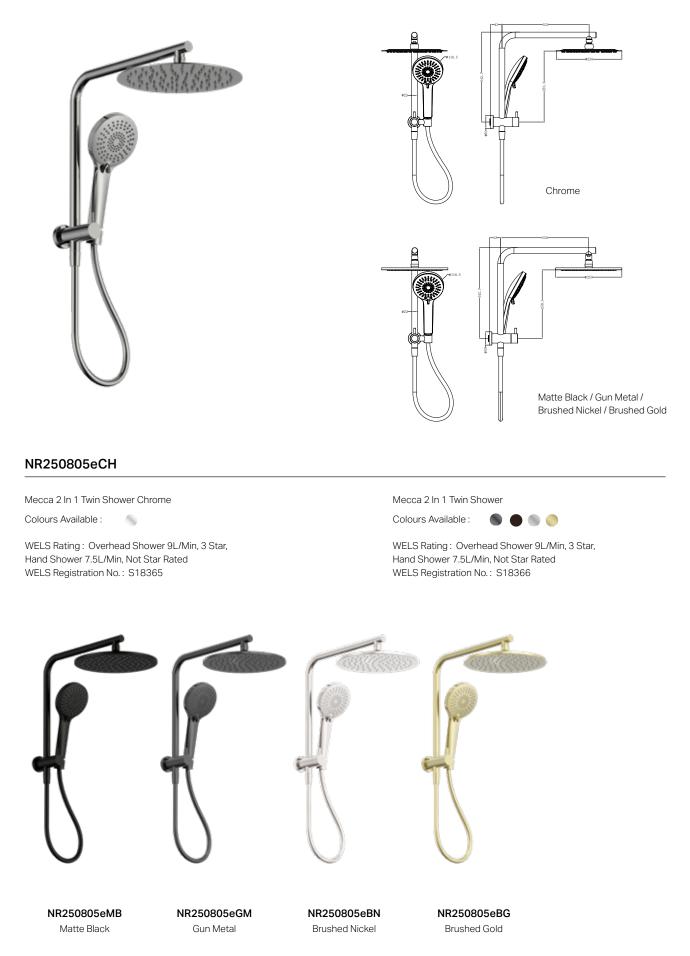
## NR221905CH

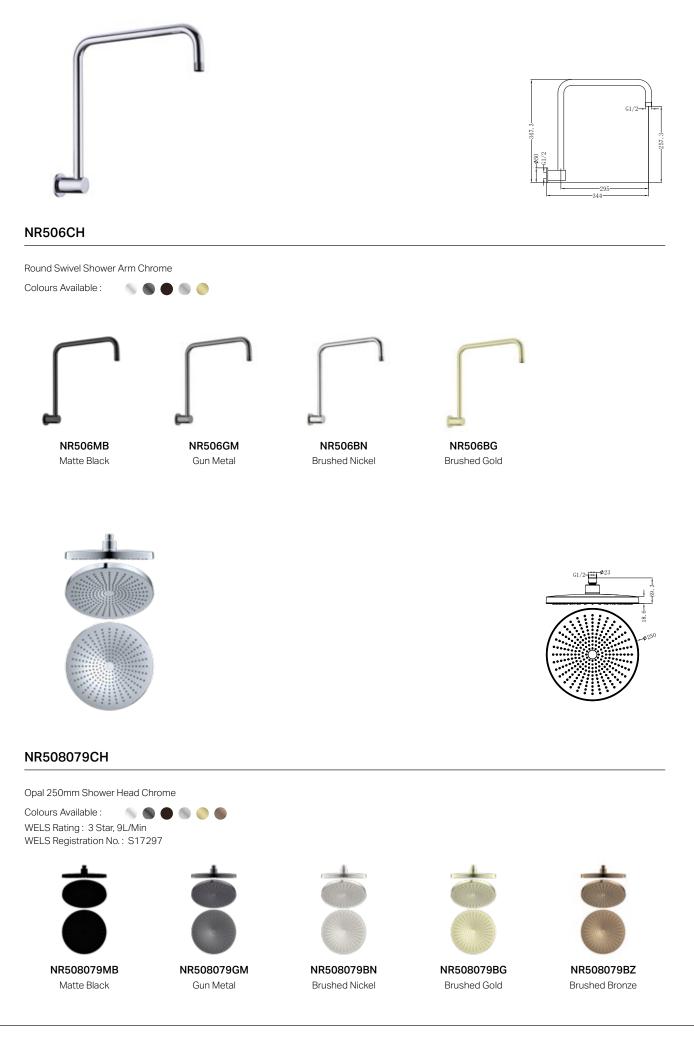
Mecca Shower On Bracket With Air Shower Chrome



WELS Rating : 3 Star, 9L/Min WELS Registration No. : S15168









Tile Insert V Channel Floor Grate 89mm Outlet With Hole Saw Matte Black





NRFG001hsBN Brushed Nickel



NRFG001hsBZ Brushed Bronze



## NRFG001MB

Tile Insert V Channel Floor Grate 80/89mm Outlet Without Outlet And Hole Saw Matte Black

Colours Available :

NRFG001BG

Brushed Gold



NRFG001GM Gun Metal



NRFG001BN Brushed Nickel



NRFG001BZ Brushed Bronze

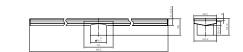




NRFG001hs

90mm Outlet And Hole Saw Kit





### NRFG003hsMB

Tile Insert V Channel Floor Grate 80mm Outlet With Hole Saw Matte Black





NRFG003hsBN Brushed Nickel



NRFG003hsBZ Brushed Bronze



## NRFG001MB

Tile Insert V Channel Floor Grate 80/89mm Outlet Without Outlet And Hole Saw Matte Black

Colours Available : 



NRFG001BG Brushed Gold



Gun Metal



NRFG001BN Brushed Nickel



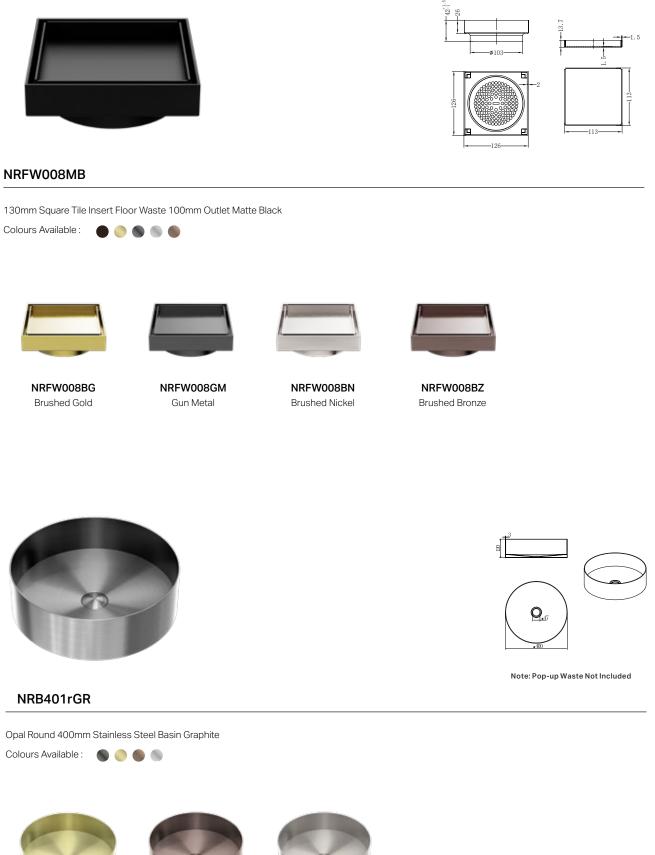
NRFG001BZ Brushed Bronze





### NRHS003

80mm Outlet And Hole Saw Kit



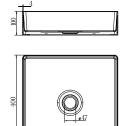
NRB401rBG Brushed Gold



NRB401rBZ Brushed Bronze

NRB401rBN Brushed Nickel





Note: Pop-up Waste Not Included

## NRB401sGR

Opal Square 400mm Stainless Steel Basin Graphite

Colours Available :





NRB401sBG Brushed Gold





NRB401sBN Brushed Nickel







## NRB3555GR

Opal Rectangle Stainless Steel Basin Graphite





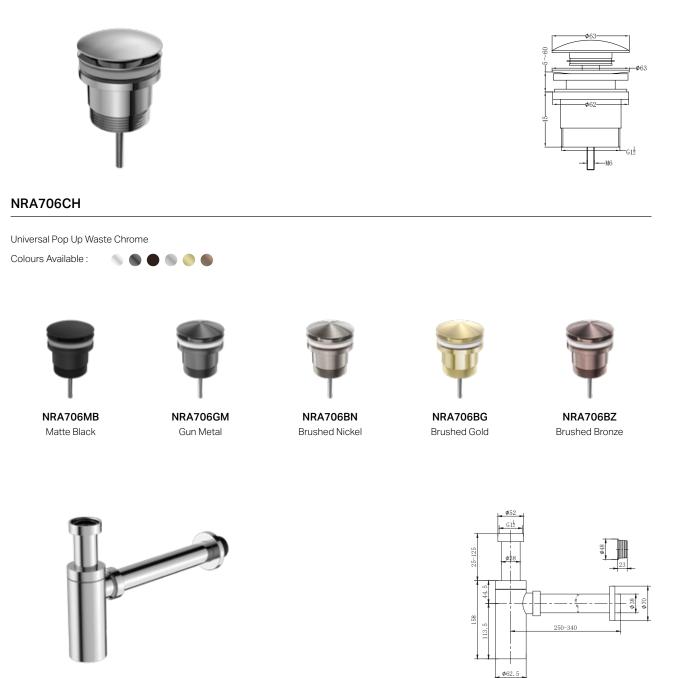




NRB3555BG Brushed Gold



NRB3555BN Brushed Nickel



## NRA186wCH

40mm Round Bottle Trap Chrome Colours Available :



NRA186wMB

Matte Black



NRA186wGM Gun Metal



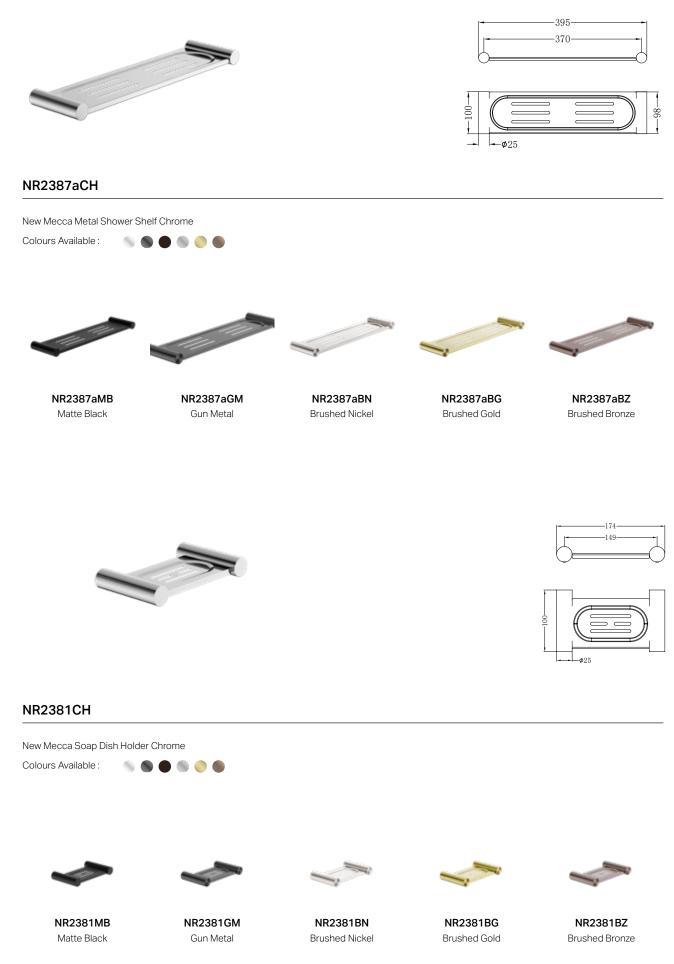
NRA186wBN Brushed Nickel

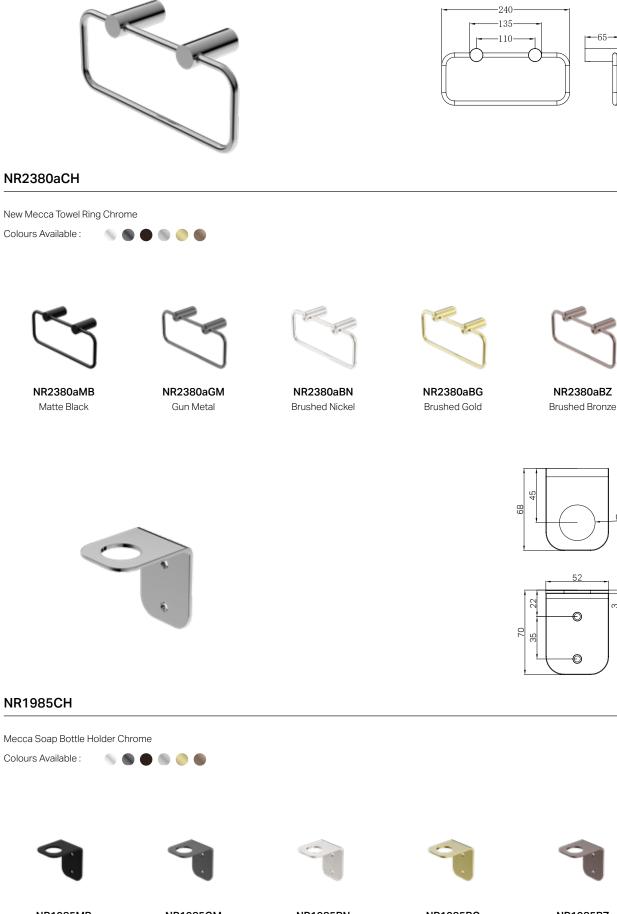


NRA186wBG Brushed Gold



NRA186wBZ Brushed Bronze





NR1985MB Matte Black



Gun Metal

NR1985BN Brushed Nickel

NR1985BG Brushed Gold

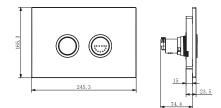


NR1985BZ Brushed Bronze

68

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## NRCRPL002CH

Mecca Care Raised Disabled Care Pneumatic Flush Buttons Plate DDA Accessible Toilet Compliant Chrome

Colours Available :





S S S S S S S

NRCRPL002MB Matte Black

69



Gun Metal



NRCRPL002BN Brushed Nickel

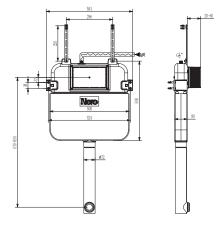


NRCRPL002BG Brushed Gold



NRCRPL002BZ Brushed Bronze





### G30035

Concealed Pneumatic In-Wall Cistern

WELS Rating : 4 Star Average Flush 3.5L/Min Full Flush 4.7L/Min Half Flush 3.2L/Min WELS Registration No.: L07960



## WARRANTY POLICY

#### 1. Warranty Coverage Statement

Nero Tapware is committed to providing high-quality products designed to meet the highest industry standards. Our warranty reflects our confidence in the durability and reliability of our products.

#### 2. Applicability

This warranty applies to goods purchased on or after 1st May 2024, covering both Australia and New Zealand markets, in compliance with the Australian Consumer Law (ACL) and New Zealand's Consumer Guarantees Act (CGA).

#### 3. Warranty Periods

Premium Range (Residential Use)				
Category	Warranty Period(Years)	Warranty Details		
Zen, Opal, Kara, York, Bianca, Serenity, Mecca & Mecca Care Tapware	25/25/2	-25 years replacement cartridge only -25 years replacement products or parts on all finishes -2 years replacement products or parts & labour		
Zen, Opal, York, Bianca, Mecca & Mecca Care Showers	25/2	-25 years replacement products or parts on all finishes -25 years on hand showers, shower heads, Shower hoses replacement only (labour not included) -2 years replacement products or parts & labour		
Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories	25	-25 years replacement products or parts on all finishes		
Opal Metal Basins	25	-25 years replacement products on all finishes		
Heated Towel Rails	25/1	-25 years replacement products or parts on all finishes -1 year on power transformer replacement		
Electronic Mixers / Taps & Push Taps	25/2	-25 years replacement products or parts on all finishes -2 years Replacement products or parts & labour		

## Premium Range (Commercial Use)

Category	Warranty Period(Years)	Warranty Details
Zen, Opal, Kara, York, Bianca, Serenity, Mecca & Mecca Care Tapware	15/10/1	-15 years replacement cartridge only -10 years replacement products or parts on all finishes -1 year replacement products or parts & labour
Zen, Opal, York, Bianca, Mecca & Mecca Care Showers	10/1	-10 years replacement products or parts on all finishes -10years on hand showers, shower heads, Shower hoses replacement only (labour not included) -1 year replacement products or parts & labour
Zen, Opal, York, Bianca, Mecca & Mecca Care Bathroom Accessories	10	-10 years replacement products or parts on all finishes
Opal Metal Basins	10	-10 years replacement products on all finishes
Heated Towel Rails	10/1	-10 years replacement products or parts on all finishes -1 year on power transformer
Electronic Mixers / Taps & Push Taps	2/1	-2 years replacement products or parts on all finishes -1 year Replacement products or parts & labour

## Standard Range (Residential and Commercial)

Category	Warranty Period(Years)	Warranty Details
Mixer Taps	15/10/1	<ul> <li>-15 years replacement Cartridge only</li> <li>-10 years replacement products or parts on all finishes</li> <li>-10 years on washing machine stops replacement only</li> <li>-1 year replacement products or parts &amp; labour</li> </ul>
Electronic Mixers / Taps & Push Taps	2/1	-2 years replacement products or parts on all finishes -1 year replacement products or parts & labour
Showers	10/1	<ul> <li>-10 years replacement products or parts on chrome finishes</li> <li>-10 years replacement products or parts on other finishes</li> <li>-10 years on hand showers, shower heads, Shower hoses replacement only (labour not included)</li> <li>-1 year replacement products or parts &amp; labour</li> </ul>
Bath Outlets	10	-10 years replacement products or parts only on all finishes
Bathroom Accessories	10	-10 years replacement products or parts only on all finishes
Other Accessories	10	<ul> <li>-10 years on universal pop-up waste replacement only</li> <li>-10 years on bottle trap replacement only</li> <li>-10 years on glass hardware replacement only</li> <li>-10 years product replacement and 1 year labour on toilet push plate</li> <li>only</li> <li>-10 years product replacement and 1 year labour on cistern only</li> <li>-10 years on floor waste replacement only</li> </ul>

**4.** The warranty period commences from date of purchase, or for new buildings from date of handover.

#### 5. How to make a warranty claim?

To make a warranty claim, customers must contact the Seller from which the goods were purchased or contact Nero Tapware directly. \*Proof of purchase or equivalent documentation is required. (e.g. Handover documentation for new homes, Tax Invoice, Water Marks, etc.) For Australia Consumers and New Zealand Consumers,

Australia	New Zealand
🗞 03 8786 3170	📎 09 870 5549
🖂 support@nerotapware.com.au	⊠ support@nerotapware.co.nz

6. The expense of claiMing on the warranty will be borne by the customer

7. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time. The Supplier reserves the right to provide Minor components (e.g. Handles, aerators, buttons, dress rings, spindle/cartridges and seals) as 'Parts Only' to the customer as part of replacement warranty.

This warranty does not cover any claims for labour, or additional products/parts associated with allegedly faulty goods for work supplied by an outside party that is not approved in advance in writing by the Supplier. 8. For installed goods, the Supplier requires adequate access to evaluate the goods, fittings, and fixtures for any warranty claim, as well as to perform any necessary warranty repairs. The Supplier will not be liable for any consequential damage or costs if adequate access to the goods, fittings, or fixtures is not provided.

9. For discontinued or unavailable goods, the Supplier may replace the goods with equivalent current or available goods, using best endeavours and product knowledge to match the appearance and specifications of the original goods.

**10.** Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any product which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures or any consequential loss of any kind caused by any defect in the product components.

 $\ensuremath{\textbf{11}}$  . This warranty does not cover defects caused by or arising from any of the following:

11.1. Goods installed by a person other than a licensed plumber. This does not apply to bathroom accessories such as towel rails, shelves, etc.

11.2. Goods not installed to relevant national standards or state REGulations.

11.3. Tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions. Note: AS/NZS 3500.1:2003 specifies 500kPA maximum water supply pressure at any outlet within a building for new

#### Mecca Care

installations.

11.4. Fitting of other devices to the outlet of tapware (e.g. water filters).

11.5. Fitting of in tap body or end of line water flow REGulating devices that have not been approved by Supplier.

11.6. Products used for incorrect applications, non-potable water, etc.

11.7. Damage as a result of obstruction due to inadequate flushing of system before use.

11.8. Service, repairs or other non-standard replacement parts previously undertaken without Supplier's prior written approval.

11.9. Damage to finishes by adhesives, sealant, etc.

11.10. Damage to finishes which arise from installation or post-installation use.

11.11. Failure to observe manufacturer's care and cleaning instructions.

11.12. Improper or abusive use of product and/or damage resulting from misuse, accident or neglect.

11.13. Fair wear and tear, such as the working seals in the inlet and outlet valves, including scratching from cleaning etc.

Note: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.

**12.** Should any warranty claim be made, and service attended to by the Supplier or its authorized service agent, and the fault is due to a cause expressly excluded from this warranty above; the Supplier reserves the right to charge service fee for any work carried out.

**13.** This warranty is in addition to the rights conferred upon customers by the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand.

**14.** Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the service, you are entitled to the following remedies:

#### 15. Refund Policy:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and the Consumer Guarantees Act 1993 (CGA) in New Zealand. For major failures with the goods, you are entitled to a refund. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. While our company acknowledges its responsibility for addressing any issues with the quality of our products, we recommend that customers contact the place of purchase for inquiries related to returns and refunds. We are committed to assist and cooperating with our distributors or retailers to resolve any issues customers may encounter with our products.

## **TAPWARE & ACCESSORIES CARE AND CLEANING INSTRUCTIONS**

Under no circumstances should you install tapware using acetone silicones.

1. Never use harsh detergents or abrasive cleaners, as these will scratch the surface. This includes organic harsh chemicals such as citrus.

Use of wax-based furniture cream should be avoided as this can result in a build-up of deposits, which could detract from the appearance.
 All products should always be cleaned with care using a soft dry micro fibric cloth or a soft cloth with warm soapy water for a lifetime of use.
 Individual products may be subject to additional or specific care and cleaning instructions. Please refer to documentation accompanying those products.

## **TERMS AND CONDITIONS**

#### 1. DEFINITIONS

ACL refers to the Australian Consumer Law as outlined in the Competition and Consumer Act 2010 (Cth) and its associated REGulations, as amended from time to time, applicable within Australia. CGA refers to the Consumer Guarantees Act 1993 and its associated REGulations, as amended from time to time, applicable within New Zealand.

Consumer is defined according to both the ACL and CGA, and in deterMining if the Customer is a consumer, the deterMination is made based on the Customer's status under the Agreement according to the applicable law.

Customer means the person, jointly and severally if more than one, acquiring goods or services from the Supplier.

Goods means goods supplied by the Supplier to the Customer. GST refers to the Goods and Services Tax as defined in A New Tax System (Goods and Services Tax) Act 1999 (Cth) for Australia and the Goods and Services Tax Act 1985 for New Zealand, and their associated REGulations as amended.

Order means every order placed by the Customer for the purchase of goods or services from the Supplier.

PPSA refers to the Personal Property Securities Act 2009 (Cth) for Aus-

tralia and the Personal Property Securities Act 1999 for New Zealand, and their associated REGulations as amended.

Services means services supplied by the Supplier to the Customer. Supplier refers to Nero Bathrooms International Pty Ltd trading as Nero Tapware ABN 57 148 833 989 or its REGistered equivalent in New Zealand.

Terms refers to these Terms and Conditions of Trade, as applicable in Australia and New Zealand, incorporating any necessary modifications or supplements to comply with the laws and commercial practices of each country.

#### 2. GOODS

The Supplier may modify, add, or remove goods in its product range without notice. This includes changes to the country of origin, materials, dimensions, and colors.

#### **3. QUOTATION**

Quotations provided by the Supplier are valid for 30 days, represent an invitation to treat, and are only valid if in writing. They may include additional terms that supersede these Terms in case of inconsistencies.

#### 4. ORDERS

Orders placed by the Customer constitute an offer, which the Supplier may accept at its discretion. Acceptance results in a legally binding contract based on these Terms and any additional terms in the quotation.

#### 5. PRICING

Prices are exclusive of GST and other applicable taxes or duties unless stated otherwise. A handling and delivery charge may apply to orders below a certain value.

#### 6. PAYMENT

Payment terms include full payment within 30 days from the invoice date unless otherwise agreed. The Supplier may require payment upon delivery or a non-refundable deposit for custom orders.

#### 7. PAYMENT DEFAULT

Default in payment allows the Supplier to suspend credit, charge interest, recover costs related to enforcement or goods recovery, and cease or suspend further supply.

#### 8. PERSONAL PROPERTY SECURITIES ACT

Terms related to the PPSA establish a security interest in the goods supplied and require customer actions to ensure a valid, REGistrable security interest.

#### 9. RISK AND INSURANCE

Risk and insurance responsibility transfer to the Customer upon delivery or collection of goods. The Customer is responsible for obtaining necessary licenses or permits.

#### 10. PERFORMANCE OF AGREEMENT

Delivery dates are estimates only. The Supplier endeavours to meet these estimates but is not liable for any delivery delays.

#### 11. DELIVERY

The Supplier arranges delivery, with costs borne by the Customer.

Part deliveries are permissible, and the Customer is responsible for inspecting goods upon delivery.

#### 12. RETURNS

Returns due to change of Mind are at the Supplier's discretion. Custom-made or altered goods are non-returnable. A restocking fee may apply.

#### 13. LIABILITY

The Terms exclude implied terms or warranties beyond those explicitly stated or provided by law, particularly under the ACL and CGA, where applicable.

#### 14. CANCELLATION

The Supplier may cancel orders if unable to deliver or provide services. Customer cancellation or suspension of orders is not binding once accepted.

#### 15. SHORTAGES AND EXCHANGES

Claims for shortages, damages, or non-compliance must be made within 14 days. The Supplier's liability is limited to replacement, refund, or repair of the goods.

#### 16. FORCE MAJEURE

The Supplier is not liable for failure to perform due to events beyond its control, including industrial disputes, accidents, and import or export restrictions.

#### 17. MISCELLANEOUS

The laws of Victoria, Australia, and New Zealand govern these Terms, with non-exclusive jurisdiction of their courts. A waiver of any Term does not imply a waiver of other rights.

This comprehensive modification and supplement ensure the Terms and Conditions are applicable and enforceable in both Australia and New Zealand, accommodating the legal and commercial practices of both countries.

## Nero

This warranty policy is issued by Nero Tapware, with its Head Office located at 11-13 Buontempo Road, Carrum Downs, Victoria, Australia.

For inquiries, Nero's contact details are as follows

#### Australia:

Nero Bathrooms International Pty Ltd (ABN 57 148 833 989) 11-13 Buontempo Road, Carrum Downs VIC 3201 Phone: 03 8786 3170 Email:support@nerotapware.com.au

#### New Zealand:

Nero Tapware Limited Westfield Newmarket 9 Morrow Street, Newmarket Auckland 1023 Phone: 09 870 5549 Email: support@nerotapware.co.nz



## Please note:

Nero Tapware reserves the right to modify specifications shown, or delete products from their range without prior notification.