



Cover, period & consumer rights

Nikkolor products supplied by Lux Cement | Five years from purchase | Supply only

1. Who provides this warranty

Lux Cement Pty Ltd (ABN 88 695 331 787) provides this additional limited product warranty. Contact: 19/10 Cylinders Drive, Torquay VIC 3228; 0407 724 161; hello@lux-cement.com.

This is Lux Cement's own promise for products it supplies. It does not state that Nikkolor has issued or underwritten a five-year manufacturer warranty. Any separate manufacturer warranty remains subject to its own terms and is additional to rights that cannot lawfully be excluded. Customers may raise a concern directly with Lux Cement; they are not required to pursue the overseas manufacturer first.

2. Products, purchases & five-year period

This policy covers manufacturing defects in genuine Nikkolor products supplied by Lux Cement and identified on a material invoice supplied with this policy version. It does not cover other brands or products obtained from another seller. It is a supply-only warranty, not a promise to install, supervise or repair an installation.

The period is five years from the original purchase date shown on the invoice or other accepted proof of purchase. A claim under this additional warranty must be notified within that period. Installation at a later date does not restart the clock. The period is not an extension of a product's storage shelf life and is not a promise that protective finishes need no maintenance for five years.

This policy does not retrospectively replace terms already issued for earlier purchases. Retain the policy version supplied with your purchase. Later policy changes will not reduce rights already granted under that version. Consumer guarantees may continue beyond the five-year period.

3. Original purchaser only; no transfer

This additional warranty is available only to the original purchaser identified on the Lux Cement invoice or other accepted purchase record. It is personal to that original purchaser and cannot be assigned, transferred or relied on independently by another person. In particular, a homeowner for whom a contractor, builder or other third party purchased the products has no independent entitlement under this additional warranty, and neither does a subsequent owner of the property or any other later holder of the products.

This allocation applies only to this additional warranty. It does not decide who has rights under the Australian Consumer Law or another non-excludable law. A person who may have a statutory right may pursue that right even if they are not the original purchaser for this additional warranty.

4. Your Australian Consumer Law rights

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

The benefits of this warranty are in addition to other rights and remedies available under law. Nothing in this policy excludes, restricts or modifies non-excludable consumer guarantees, compensation rights or Lux Cement's own obligations as seller or importer. Where a limitation below conflicts with such rights, those rights prevail. The product-only remedy and five-year period below do not limit a claim under the ACL.



What is a product defect?

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5. Manufacturing defects before application

A manufacturing defect is a fault inherent in the supplied material, rather than damage caused after supply by storage, application, use or the surrounding construction. Examples that should be reported for assessment include:

- Foreign contamination within the material.
- Hardened or solidified material, or persistent hard lumps that cannot be dispersed by the specified mixing method, despite correct storage within the stated shelf life.
- Material that cannot reach its specified usable consistency when prepared correctly.

These examples are warning signs, not a substitute for product-specific assessment. Some products normally separate or require mixing; a condition corrected by the specified mixing process is not, by itself, evidence of a defect.

Also report a wrong product, incorrect labelling or supplied colour materially inconsistent with the order or description. Such supply errors may not be manufacturing faults, but will be assessed under Lux Cement's supply obligations and the ACL. Do not continue applying material with an apparent problem merely to finish the job.

6. Manufacturing defects after application

A product fault may cause failure to cure or develop the cohesion or adhesion specified for that product, including delamination from a suitable, properly prepared substrate. Cover applies where the failure is attributable to a manufacturing defect and the relevant product, system and application instructions have been followed.

Cracking, peeling, delamination, powdering or unusual softness are symptoms requiring investigation. They do not, on their own, establish or rule out a product defect. The assessment considers the material, preparation, substrate, moisture, mixing, compatible layers, application conditions, curing and maintenance. A manufacturing fault is not automatically excluded simply because another contributing factor exists; cover is assessed for the part attributable to the covered defect.

7. Appearance, water resistance & system boundaries

Microcement is hand applied. Trowel movement, mottling, texture and tonal variation consistent with the agreed decorative finish are not defects by themselves. Neither a sample nor this warranty promises an exact reproduction of every mark or tone. A material departure from the agreed description or acceptable quality must still be assessed; appearance concerns are not automatically rejected.

This policy does not promise that every Nikkolor product or system is waterproof, crack-proof, stain-proof or suitable for every substrate. Water resistance depends on the specified product, use and complete system. Decorative coatings are not approval of a waterproofing membrane, plumbing or building design. Moisture-related concerns require investigation and are not automatically attributed to either the material or installer.



Application, guides & care

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8. DIY and independent installers

The original purchaser may apply the products themselves or engage an independent contractor. DIY application alone does not disqualify a product claim. This additional warranty does not require attendance at a Lux workshop, membership of a trade scheme or registration in a warranty portal.

The purchaser and applicator must follow the applicable product and system instructions, and must comply with legal requirements for work that requires a qualified or licensed trade. This policy does not authorise DIY waterproofing or other regulated building work. Buying materials or receiving general advice is not approval of a particular substrate, site or application.

No Lux workmanship warranty is supplied by this material purchase. Any separate Lux installation contract stands on its own terms; this policy does not alter it.

9. Before and during application

Inspect the product identity, packaging, batch, colour and condition before mixing. Store and use it within the stated storage conditions and shelf life. Keep product labels and the relevant technical instructions supplied for the purchase.

Confirm that the selected system is specified for the substrate, environment and intended use. Assess stability, cleanliness, moisture, curing and compatibility in accordance with the relevant instructions. Resolve active cracks, movement, contamination or water entry before proceeding; a decorative coating is not a structural repair.

Follow the applicable preparation, compatible components, mixing ratios, additives, quantities, coat requirements, recoat windows, application conditions, drying and curing instructions. Do not substitute components or add unapproved materials. Protect the work from contamination, premature water exposure and traffic.

Where instructions are missing, unclear or conflicting, contact Lux Cement before application for written clarification. No universal coat sequence, temperature, moisture threshold or thickness is created by this warranty; the product- and system-specific instructions control.

10. Pre-delivery guide register and job instructions

Before material delivery or the start of a Lux-supplied job, Lux must identify the actual documents supplied for the selected system in a separate job-instruction email or document register. The register must name each applicable technical guide, system/application guide and care or maintenance guide, with its exact version or revision, issue date where available, product/system scope, recipient, delivery date and file or link. It must list only documents actually supplied for that selected system; a template, generic library entry or intended future document is not evidence of delivery.

Guides describe the relevant product or system generally. Written job-specific advice that Lux actually provides for the identified job must be identified separately and read with the applicable guides. It does not silently change a guide or create approval for an unassessed substrate. If guides, the selected system or Lux's written advice conflict, stop and resolve the conflict in writing before proceeding, recording the agreed instruction in the register. Lux must not state that an email was automated, sent or received, or that a document was already supplied, unless the delivery record supports that statement.

Nothing in this process disclaims responsibility for advice Lux actually provides, or any statutory duty concerning



Application, guides & care (continued)

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10. Pre-delivery guide register and job instructions (continued)

suitability, reasonable care, misleading conduct or reliance that cannot lawfully be excluded. Photographs can help assess visible conditions but cannot verify concealed substrate conditions, hidden moisture, movement, preparation or construction defects.

11. Cleaning, protection and maintenance

Observe the specified cure before use or cleaning. Use cleaners and non-abrasive methods recommended for the actual product and protective finish. Remove spills promptly; protect surfaces from grit, dragged furniture, sharp objects, excessive heat, impact and unsuitable chemicals.

Inspect protective finishes and renew them when required by the relevant care guidance and exposure. This policy does not impose a single reseal interval for every location. Ordinary sealer wear is maintenance, not automatically a manufacturing defect. A genuine manufacturing fault in a supplied protective finish remains assessable.

Keep useful photographs and application, cleaning, maintenance and repair records. If deterioration occurs, prevent avoidable further damage, retain evidence and seek advice. A missing photograph or record does not automatically remove coverage where other evidence reasonably establishes the claim.

Exclusions, remedies & expenses

12. What this additional warranty excludes

The additional warranty does not cover damage to the extent caused by:

- Incorrect storage, use beyond stated shelf life, mixing, preparation, application or curing.
- Incompatible substrates, primers, pigments, additives, membranes or protective layers, or unapproved substitutions.
- Building or substrate movement, active cracks, weak or contaminated substrates, leaks, plumbing faults or unrelated water entry.
- Impact, cuts, scratches, abrasion, excessive heat, unsuitable chemicals, misuse or use outside the product's specified application.
- Neglected maintenance, inappropriate cleaning or alterations and repairs that cause the claimed damage.
- Flood, fire or other external events rather than a manufacturing fault.

Ordinary wear and decorative variation consistent with the agreed finish are not manufacturing defects by themselves. Independent installation quality, uneven application, trowel technique, construction and waterproofing workmanship are not warranted by Lux through this material supply.

An exclusion must relate to the cause of the claimed damage; it does not automatically void all cover for unrelated product faults. Nothing excludes responsibility for Lux Cement's own breach of a non-excludable obligation or removes ACL rights.



Exclusions, remedies & expenses (continued)

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13. What Lux Cement will provide (continued)

For an accepted claim under this additional warranty, Lux Cement will supply replacement product for the quantity established as defective. If replacement product is unavailable, Lux Cement will refund the purchase price paid for that defective quantity. Any proposed substitute must be suitable and agreed with you.

This additional warranty does not pay removal, preparation, installation or reapplication labour, replacement of unaffected materials, accommodation or other consequential costs. These limitations apply only to the additional warranty: where the ACL provides broader remedies or compensation, including reasonably foreseeable loss or damage, those rights remain available.

A replacement under this additional warranty does not restart its original five-year period. This does not reduce any consumer guarantees applying to the replacement goods.

14. Assessments, testing, access and expenses

Lux Cement pays all assessments and testing that Lux Cement arranges, whether the claim is accepted, declined or remains under assessment. Lux Cement will tell you what it proposes to arrange and why. Lux Cement will not charge an undisclosed assessment or testing fee merely because a claim is declined, and will not treat an undisclosed fee as a condition of making a claim.

If you want to commission testing or another assessment yourself, discuss the scope, provider, price and responsibility for that cost with Lux Cement in writing before ordering it. That separate discussion does not reduce or postpone any right under the Australian Consumer Law. Necessary steps to protect people or prevent further damage should not be delayed; retain available evidence where safe.

For an accepted warranty claim, Lux Cement also pays reasonable necessary freight to return the affected product and deliver its replacement where arranged with Lux Cement. We will explain any proposed reimbursement or expense decision in writing.

Claims, evidence & policy records

15. How to notify a claim

Notify Lux Cement promptly after discovering a concern and within five years of the original purchase date for a claim under this additional warranty. Email hello@lux-cement.com, telephone 0407 724 161, or write to Lux Cement Pty Ltd, 19/10 Cylinders Drive, Torquay VIC 3228. A telephone claim can be followed up in writing to keep an accurate record. The notification period does not limit a claim available under the ACL.

Provide your purchase reference or other proof of purchase, the product and quantity affected, a description of what happened and when, and clear photographs. Where available, include batch labels, installation date, substrate and system details, mixing/application information, conditions during curing, and maintenance or repair records. Proof need not be the original invoice if other reliable evidence establishes the purchase.

Stop mixing or applying suspect material. Retain remaining material and packaging where safe and preserve the affected area. Do not dispose of evidence, return hazardous material or arrange non-urgent destructive repair before contacting us. Necessary steps to protect people and prevent further damage should not be delayed; record the issue where safe.



Claims, evidence & policy records (continued)

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16. Inspection, cooperation and samples (continued)

Lux Cement may request reasonable information and a reasonable opportunity to inspect the relevant product or installation. Any inspection access, timing and method must be agreed with you in advance and be reasonable for the circumstances. Lux Cement will not enter a property or access an area without the required consent.

If a destructive sample, opening-up or other invasive investigation is reasonably proposed, Lux Cement must explain the purpose, location, method and likely disturbance first and obtain your consent before proceeding. You may ask questions or propose a non-destructive alternative. Lux Cement pays all assessment or testing it arranges under section 14, including an agreed destructive sample, regardless of the eventual claim decision. This does not make photographs proof of concealed conditions.

17. What happens after a claim

Lux Cement will acknowledge the claim and explain the next steps within a reasonable time. We may request relevant information, arrange inspection or testing, review retained samples and batch information, or consult Nikkolor. We will consider available evidence fairly; customers are not required to obtain inaccessible manufacturer records themselves.

We will assess whether a product defect, a supply error, application, substrate, exposure or maintenance caused or contributed to the issue. Any request for further evidence will be relevant to that assessment. Missing records do not automatically defeat a claim where other evidence is sufficient.

We will explain the decision and the reasons in writing, including any relevant exclusion and proposed remedy. Accepted remedies will be arranged within a reasonable time. If you disagree, ask Lux Cement to review the decision and provide any further evidence. You may seek advice from your state or territory consumer affairs agency or pursue available tribunal or court remedies. This policy does not require arbitration or prevent those steps.

18. Keep this policy with your purchase

Document version: 2026-09-v2. Issued 17 September 2026. This version applies only where supplied with the material invoice; it does not silently replace an earlier warranty. Keep a downloaded or printed copy with the invoice, labels and relevant technical instructions. Future revisions will use a new version; previously issued terms are retained.

This full policy is the complete warranty document supplied with the invoice. It is not legal advice. Ask Lux Cement for a paper or emailed copy if you cannot access the online document. No fee applies for a copy.

This policy explains Lux Cement's additional product warranty. Australian Consumer Law rights are additional and may apply even when this additional warranty does not.