



Website terms and conditions

Contour3D – effective 23 September 2026

1. About these terms

These terms and conditions apply to your use of the Contour3D website at www.contour3d.com.au, and to any online payment you make to us through it. By using this website or making a payment through it, you agree to these terms. If you don't agree, please don't use the site.

These terms are separate from the Client Agreement (or other contract) that governs any 3D printing or construction project we carry out for you. Where the two overlap, your Client Agreement applies to that project.

2. Who we are

Contour3D is the trading name of Contour 3D Innovations Pty Ltd, ABN 18 677 794 142 (ACN 677 794 142), of 11/5 Clerke Place, Kurnell NSW 2231, Australia. You can reach us at info@contour3d.com.au.

3. Using this website

You may use this website to learn about our services, request a quote and pay amounts we've invoiced you. You must not use the site in any way that is unlawful or misleading, or that could damage our systems, our reputation or another visitor's use of the site.

Everything on this website, including our text, designs, photos, logos and the Contour3D and Contourcrete names, belongs to us or our licensors. You're welcome to view and share it for personal, non-commercial reference, but you can't reproduce, modify or commercially use it without our written permission.

4. Online payments

We accept online payment by credit and debit card (Visa and Mastercard) for deposits, progress payments and invoices relating to work we've quoted or agreed to carry out for you.

Card payments are processed through a secure, PCI DSS compliant third-party payment gateway. We don't see or store your full card number. Payments will appear on your card statement as CONTOUR3D.

Where a card surcharge applies, we'll show it to you before you pay, and it won't be more than our own cost of accepting that card.

Making a payment through this website doesn't itself create a new contract. It's how you settle an amount already owing under a quote, invoice or agreement you've accepted with us.

5. Refunds and cancellations

Refunds, cancellations and any related fees are dealt with under the agreement or quote the payment relates to (usually our Client Agreement). If you have a concern about a payment, please contact us first at info@contour3d.com.au so we can sort it out quickly and fairly.

6. Shipping and delivery

Delivery is arranged for each project and set out in your quote and Client Agreement, including:

- **Arrangements:** how your order will be delivered, for example by truck or crane truck, and whether it will be placed or installed on site.
- **Costs:** delivery is quoted separately, based on distance, load size, crane hire and any permits or traffic control needed.
- **Timeframes:** your quote gives an expected lead time, and we confirm the delivery date with you before dispatch. Weather or site conditions can sometimes cause delays, and if that happens we'll keep you informed.
- **Conditions:** you'll need safe access for heavy vehicles and somewhere suitable to place the products on site.

If you have a question about delivery, contact us at info@contour3d.com.au.

7. Your consumer rights

Nothing in these terms limits any right or guarantee you have under the Australian Consumer Law that can't lawfully be excluded. Where our goods or services fail to meet a consumer guarantee, you're entitled to the remedies the law provides.

8. Liability

To the extent the law allows, we aren't liable for indirect or consequential loss arising from your use of this website, or for loss caused by matters outside our reasonable control, for example an internet outage or a payment gateway failure. Nothing in this clause limits your rights under clause 7.

9. Links to other sites

Our website may link to other sites, including our payment gateway and our social media pages. We aren't responsible for the content or privacy practices of sites we don't operate.

10. Changes to these terms

We may update these terms from time to time to reflect changes to our website, our services or the law. The current version is always available on this page.

11. Governing law

These terms are governed by the laws of New South Wales, and each of us submits to the courts of that State.

12. Contact us

Questions about these terms? Email info@contour3d.com.au.