



Misuse & Liability Policy

Last Updated: 8th October 2026

Intended Use

Nu8 products must be used strictly in accordance with all applicable instructions, warnings, and technical guidance provided by Nu8. Any use that differs from, exceeds, or is inconsistent with such guidance shall constitute misuse.

Nu8 shall not be liable for any loss, damage, injury, or performance issues arising from product misuse, improper handling, unauthorized modification, unsuitable application, or any use outside the product's intended purpose. Users assume all risks associated with applications not expressly approved by Nu8.

Any use not expressly described, recommended, or approved by Nu8 shall be deemed outside the product's intended use and is undertaken solely at the user's own risk.

Product Misuse

Product misuse includes, but is **not limited** to:

- Use in a manner inconsistent with the product's intended purpose.
- Failure to follow usage, dilution, storage, handling, or safety instructions.
- Mixing the product with other chemicals or substances unless expressly approved by Nu8.
- Using the product on surfaces, materials, equipment, or environments for which it is not recommended.
- Altering, repackaging, or modifying the product.
- Use by persons lacking appropriate training where professional application is required.
- Use contrary to applicable laws, regulations, or industry standards.

Customer Responsibility

Customers are **responsible** for determining the suitability of the product for their intended application and for conducting appropriate testing on a small, inconspicuous area before full use where applicable.

Exclusion of Liability for Misuse

Nu8 shall not be liable for any loss, injury, damage, contamination, equipment failure, property damage, business interruption, or consequential damages arising from:

- Product misuse
- Failure to follow instructions or warnings
- Unauthorized modification of the product
- Improper storage, transportation, handling, or application
- Use beyond the product's stated specifications or intended purpose.

Any performance claims, efficacy data, certifications, or test results provided by Nu8 apply only when products are used as directed and under specified testing conditions. No representation or warranty is made regarding performance outside those conditions.

Investigation Rights

Nu8 reserves the right to investigate any claim relating to product performance, damage, or alleged defects. Customers may be required to provide photographs, usage records, purchase documentation, batch information, and other relevant evidence to facilitate such investigation.

Refund or Warranty Exclusion

Product warranties, replacements, refunds, or credits may be denied where investigation reasonably determines that the product was used inconsistently with its intended purpose or contrary to published instructions.

Any use outside Nu8's published instructions is undertaken at the user's own risk.

If users are uncertain whether a product is suitable for a particular application, they should **seek guidance** from Nu8 prior to use.

Nothing in this policy shall affect any rights that cannot be excluded under applicable law.

Contact Us

For any product-related enquiries,

Email: enquiry@nu8.sg

Nu 8 is committed to providing reliable cleaning solutions, and we encourage every customer to use our products responsibly, safely, and as directed.