

ORDERS & RETURNS POLICY

Effective Date: 17th of August, 2026



This policy applies to orders placed with Precision Labelling, including custom-made & personalised products.

1. Custom-Made Products

The majority of products supplied by Precision Labelling are made to order & are produced specifically to the customers requirements.

Custom-made items are produced to the **approved proof, specification or website order details** applicable to the order.

Because these products are made specifically for the customer, **custom-made items cannot be returned or exchanged due to change of mind, incorrect ordering or because they are no longer required.**

2. Website Orders

Where a website order includes a live artwork preview, the customer is responsible for reviewing the preview & order details before submitting the order.

A separate proof will not ordinarily be emailed for website orders where a live preview is provided.

The submitted website order & associated live preview form the basis for production.

Once a website order has been submitted, cancellation or changes may not be possible if the order has entered processing or production.

3. Order Changes & Cancellations

Customers should contact Precision Labelling as soon as possible if they need to change or cancel an order.

If an item is no longer required, the order must be cancelled prior to artwork/proof approval & before payment is made, where applicable. Once artwork has been approved, payment has been made or production has commenced, the order may no longer be eligible for cancellation.

We will make reasonable efforts to accommodate cancellation requests received before these stages.

Where an order is cancelled after work has commenced, charges may apply for materials, artwork, setup or other work already undertaken.

4. Faulty or Incorrect Products

If an item arrives & is faulty, damaged or has not been produced in accordance with the applicable approved proof or agreed specification, please contact Precision Labelling within **7 days of delivery.**

We may request photographs or other information to help assess the issue.

Where the issue is confirmed to be a fault or production error, **Precision Labelling will replace the affected item or items.**

Where appropriate, we may request that the original item be returned before a replacement is produced.

5. Reporting an Issue After 7 Days

Customers should notify Precision Labelling of any apparent issue within 7 days of delivery wherever reasonably possible.

Issues reported after this period may still be considered where required under the Australian Consumer Law or where Precision Labelling determines that further assistance is appropriate.

Get In Touch

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Information contained in this Workmanship Warranty is accurate at the time of publication and is subject to change without notice. Product specifications, materials, manufacturing tolerances, and performance may vary due to application, environment, and production conditions. The end user is responsible for determining product suitability, intended use, installation requirements, and compliance obligations. To the extent permitted by law, liability is limited for loss or damage resulting from incorrect selection, application, or use outside specified limitations.

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6. Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies available to customers under the Australian Consumer Law.

Where a product does not meet a consumer guarantee, the customer may have rights to a repair, replacement, refund or other remedy depending on the circumstances.

This policy is intended to operate alongside those statutory rights.

7. Company Information

Business Address: 2/60-62 Abbott Road, Hallam VIC 3803
Phone: 03 9898 8809
Email: sales@precisionlabelling.com.au
Website: precisionlabelling.com.au

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Last Updated: 17th of August, 2026

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