

WORKMANSHIP WARRANTY

Effective Date: 17th of August, 2026



Precision Labelling is committed to supplying products manufactured to a consistent & professional standard. This Workmanship Warranty applies to products manufactured & supplied by Precision Labelling & outlines our obligations in relation to defects arising from our workmanship or manufacturing process.

1. Warranty Period

Unless otherwise agreed in writing, Precision Labelling provides a **3-month workmanship warranty** from the date of supply.

Where a different warranty period has been specifically quoted or agreed for a particular product, that period will apply to that product.

2. Coverage

This warranty covers defects that are reasonably attributable to Precision Labelling's workmanship or manufacturing process, including:

- Incorrect manufacture against the approved quotation, specification or artwork
- Manufacturing defects
- Printing defects that are attributable to the production process
- Significant cutting, trimming or finishing errors attributable to production
- Incorrect quantities supplied due to a production error
- Premature failure of a printed finish where the failure is directly attributable to an identified manufacturing defect
- Other workmanship defects reasonably determined by Precision Labelling to have originated during manufacture

Where a valid warranty claim is accepted, Precision Labelling may, at its discretion, **replace, remake, repair or otherwise rectify the affected product.**

3. Materials & Product Performance

Precision Labelling uses materials & products supplied by established manufacturers & distributors. Material characteristics, limitations & expected service life can vary depending on the substrate, adhesive, ink, laminate, environmental conditions & application.

Unless specifically stated in writing, this workmanship warranty **does not constitute a guarantee of the manufacturer's stated material life, adhesive performance, colour stability or suitability for a particular application.**

Where a defect appears to relate to the underlying material rather than Precision Labelling's workmanship, Precision Labelling may assist the customer in pursuing justification from the relevant material manufacturer or supplier, where appropriate.

4. Artwork & Customer-Supplied Information

Precision Labelling is not responsible for defects, errors or omissions arising from:

- Customer-supplied artwork, files, measurements, dimensions or specifications
- Incorrect or incomplete information supplied by the customer
- Artwork or specifications approved by the customer prior to production
- Changes requested or approved after production has commenced
- Colour, text, spelling, sizing or other details that were contained in a customer-approved artwork or specification

Where Precision Labelling provides artwork or artwork adjustments for customer approval, production will be based on the version approved by the customer.

Get In Touch

☎ 03 9898 8809 ✉ sales@precisionlabelling.com.au 🌐 precisionlabelling.com.au 📍 2/60-62 Abbott Road Hallam VIC 3803

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.

WORKMANSHIP WARRANTY

Effective Date: 14th of August, 2026



5. Application & Installation

Unless installation has been specifically quoted & carried out by Precision Labelling, **application, installation & fitting are the responsibility of the customer or installer.**

The workmanship warranty therefore does not cover:

- Incorrect application or installation
- Application to unsuitable, contaminated, damaged or inadequately prepared surfaces
- Failure of an adhesive resulting from surface preparation or application conditions
- Damage caused during installation
- Removal, repositioning or re-application of products
- Labour, travel or other costs incurred by a third party during installation or replacement

Where Precision Labelling attends a site for purposes other than installation, such as measuring, consultation, inspection or customer support, this does not constitute installation unless expressly agreed in writing.

6. Exclusions

This warranty does not cover damage, deterioration or failure resulting from:

- Normal wear & tear
- Accidental damage
- Misuse, abuse or negligence,
- Improper storage, handling, cleaning or maintenance
- Exposure to chemicals, solvents, oils or other substances incompatible with the product
- Excessive heat, moisture, UV exposure or other environmental conditions outside the product's intended application
- Abrasion, impact, scratching or mechanical damage
- Application to unsuitable surfaces
- Modification, alteration or repair by another party
- Removal & re-application of the product
- Use outside the purpose or conditions for which the product was specified
- Any other circumstances outside Precision Labelling's reasonable control

7. Claims

To make a warranty claim, the customer should contact Precision Labelling as soon as reasonably practicable after the defect is identified.

The customer may be asked to provide:

- The relevant invoice, quotation or order number
- A description of the issue
- Photographs or other evidence of the alleged defect
- Details of the product's use & application
- Any other information reasonably required to assess the claim

Precision Labelling may request that affected products be returned or made available for inspection before determining whether a claim is valid.

Where a claim is accepted, Precision Labelling will determine the most appropriate method of rectification based on the nature of the defect.

Get In Touch

☎ 03 9898 8809 ✉ sales@precisionlabelling.com.au 🌐 precisionlabelling.com.au 📍 2/60-62 Abbott Road Hallam VIC 3803

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.

WORKMANSHIP WARRANTY

Effective Date: 14th of August, 2026



8. Replacement

Where replacement products are supplied under this warranty, Precision Labelling will endeavour to reproduce the original product as closely as reasonably practicable.

Minor variations in colour, finish, texture, material characteristics or appearance may occur between production runs and will not, of themselves, constitute a workmanship defect.

9. Limitation of Warranty

This warranty applies only to defects covered by the terms of this Workmanship Warranty.

To the extent permitted by law, Precision Labelling is not responsible for indirect or consequential loss arising from a product defect, including loss of business, loss of production, loss of revenue or third-party costs, except where such liability cannot be lawfully excluded.

Nothing in this warranty excludes, restricts or modifies any rights or remedies available to a customer under the **Australian Consumer Law or other application legislation**.

10. Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

Where the Australian Consumer Law provides a consumer with rights or remedies that are additional to, or inconsistent with, this warranty, those rights & remedies continue to apply.

This Workmanship Warranty is intended to operate **in addition to**, and not replace, any rights a customer may have under applicable Australian consumer protection legislation.

11. Assessment of Claims

Precision Labelling reserves the right to assess each warranty claim individually to determine whether the issue is attributable to a manufacturing or workmanship defect.

A warranty claim will not be unreasonably refused where the evidence establishes that the defect falls within the scope of this warranty.

12. 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

Document Version: 1.1
Last Updated: 17th of August, 2026

Get In Touch

☎ 03 9898 8809 ✉ sales@precisionlabelling.com.au 🌐 precisionlabelling.com.au 📍 2/60-62 Abbott Road Hallam VIC 3803

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.