

STANLEY PACKAGING PRODUCT WARRANTY POLICY

OVERVIEW

At Stanley Packaging, we stand behind the quality of our products. This Warranty Policy outlines the protections provided to our customers and the procedures for lodging a claim. This policy is designed to work alongside your rights under the Australian Consumer Law (ACL).

WARRANTY PERIOD

We provide a Limited Voluntary Warranty from the date of purchase/invoice for the following categories:

- Electronic & Mechanical Equipment: (e.g., Digital Scales, Heat Sealers, Strapping Machines) – 6 Months.
- Air Cushion Films Machine: – 1 Year.
- Electric Powered Pallet Jacks: – 1 Year.
- Automatic Pallet Wrapping Machines: – 2 Years.

SCOPE OF COVERAGE

This warranty covers:

- Manufacturing defects in materials or workmanship.
- Structural failures (e.g., failed welds) under normal operating conditions.
- Electrical component failure not caused by external factors.

EXCLUSIONS

This warranty does not apply to:

- Damage caused by misuse, overloading beyond rated capacity, or improper storage.
- General wear and tear expected over the product's lifespan.
- Accidental damage, moisture exposure, or corrosive environments.
- Products modified or repaired by unauthorized personnel.

CLAIM PROCESS

To initiate a warranty claim, please provide the following to sales@stanleypackaging.com.au:

- Proof of Purchase: A copy of your Tax Invoice or Receipt.
- Evidence: Detailed photos and/or video showing the specific fault.
- Description: A brief explanation of the issue and the environment in which the product was used.

Stanley Packaging will, at its discretion, repair the item, provide a replacement unit, or offer a credit note.

AUSTRALIAN CONSUMER LAW STATEMENT

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.

