Product Services Guide

South Africa October 2023

What's New Page 5

AD XeroLinr DT[™] — an efficient, high-performing, sustainable alternative for variable information (VI) applications





Need more information?

Business Support Team

Avery Dennison Business
Support Team is ready to answer
your questions.
Call us to discuss product
availability, ordering process, or
anything else you need.

08000 AVERY (28379)

Mon to Thu 8.00am – 4.30pm

Fri 8.00am – 4.00pm

(excluding South African public holidays)

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Data & Specification Sheets

label.averydennison.com

Should you require more technical data for any of our products, you can download specification sheets from our website. If you cannot find the specification sheet you are after, please contact your Avery Dennison representative.

Introduction

Welcome to the October 2023 Product Services Guide. This Guide was created to provide you with a single document to inform you of the core product portfolios of Avery Dennison Label and Packaging Materials.

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking Location	Sustainable Advantage
AL89350F	*SEMIGLOSS 80 FSC	S2045	BG40WH	FULL DECKLE 1525mm	1525	1000	JHB	Responsibly sourced, Renewable content (Adhesive Contains
				EXACT	1000	1000/2000	DBD CTE	· ·
ALY89350F	*SEMIGLOSS 80 FSC	S2045	BG40BR	EXACT	1000	1000/2000	JHB DBD CTC	Responsibly sourced, Renewable content (Adhesive Contains Renewable Content)

How to read the Product Services Guide

Item:

The item number identifies the product on your delivery documents and invoices.

Facestock:

Identifies the facestock used in the construction.

Adhesive:

Identifies the particular adhesive used in the construction.

Liner:

When liner codes end in the letter 'N' this signifies a nil imprint. PET liners never have a backprint.

FSC® certified facestock or liner

* Only the products identified as such count with Forest Stewardship Council® certification.



Service Program:

The service program details how the product is sold to the market.

FULL DECKLE

Signifies the product is sold with the complete web width and the minimum length of 1000 metres.

EXACT

Items are sold in any width with fixed lengths that vary for each program.

READY WIDTH

Offers slit rolls in set widths and lengths.

MOQ (sqm):

All orders must meet Minimum Order Quantity. SQM is determined by multiplying width by length.

Length (LM):

Identifies the length in lineal meters, offered in a service program

Stocking Location:

Indicates which AD site the product is stocked in

Sustainable Advantage:

Why the product is part of the Sustainable Advantage portfolio.



 Look for the marked Sustainable Advantage products in this Product Services Guide









Contains Recycled or Renewable Content

Give a second life to what has already been used.

Facestocks and liners that include post-industrial waste or postconsumer recycled content.

Renewable Content - The renewable sources can be used for facestocks, Adhesives and/or liners, and/or other coatings with at least 30% of the content of that specific component.

Reduction in the use of materials

Use only what is necessary.

Thinner facestock, adhesive, or liner that uses less raw materials to be manufactured

Enables Recycling, Reuse or Compostability

What we use can be used again.

Solutions that enhance recyclability and enable reuse and recycling of packaging as well as the recycling and composting of label waste

Responsibly sourced

Products sourced from a supply chain that shows care for people and the environment.

Film made from renewable alternatives and paper certified by FSC® or other organizations

DT Linerless

Reduce waste and material use with Avery Dennison's direct thermal linerless solution

Nearly a century ago, we invented the pressure-sensitive label. As a key element of modern packaging, they're indispensable. Yet a significant portion of a conventional PS label — its release liner — immediately gets scrapped upon application.

On a planet already overloaded with waste, we can do better. That's why at Avery Dennison, we're applying our global capacity for innovation to help lead the packaging industry toward a linerless future.

A sustainable alternative for VI applications

To address the challenge of reducing label waste, we've developed a linerless range of our direct thermal (DT) solution — AD XeroLinr DT™ — to offer an efficient, highperforming, sustainable alternative for variable information (VI) applications. With excellent resolution for barcode scanning and readability, AD XeroLinr DT™ can be used for a variety of applications, including:

- · Quick service restaurants
- Weigh-scale
- E-commerce

Key Benefits of DT Linerless labels

AD XeroLinr DT™ offers greater productivity, increased sustainability and safety — with the same high performance and quality you've come to expect from Avery Dennison.

- Up to 60% more labels per roll compared to conventional DT labels
- More uptime less frequent roll changeover on thermal printer
- Reduced logistics costs more labels per truckload, per warehouse, per delivery
- Savings in liner waste disposal
- Increased safety no hazard due to slip risk from liners on floor

Service and technical expertise

AD XeroLinr DT™ offers:

- Excellent thermal sensitivity and consistent release
- Permanent and removable hotmelt adhesives
- Minimum adhesive build-up in the printer
- Print-ready slit rolls lowers inventory costs by reducing the need to stock a variety of sizes

Backed by our pressure-sensitive expertise, our technical service specialists are dedicated to maximizing value for you.

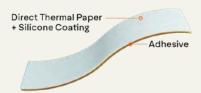


Product information

Code	Description	Pack size	MOQ
NW5900_58x65	THERMAL TC25 LINERLESS HP103 LINERLESS	24 ROLLS PER BOX	20 BOXES

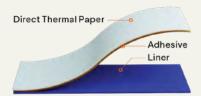
How is it different?

AD XeroLinr DT[™]



A PS label with a self-wound structure, eliminating the need for a silicone-coated release liner

Conventional DT label

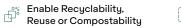


A PS label containing a sandwich structure of liner plus silicone coating with an adhesive layer and facestock

Prime Papers

Item	Facestock	ock Adhesive Liner Service Program / Width (mm)			MOQ (m²)	Length (LM)			Sustainable Ad	Sustainable Advantage		
Machine Co	pat											
AL89350F	*SEMIGLOSS 80 FSC	S2045	BG40WH	FULL DECKLE 1525mm	1525	1000	JHB		∅	Responsibly sourced, Renewable content (Adhesive Contains		
				EXACT	1000	1000/2000	1	DBD CTI		Renewable Content)		
ALY89350F	*SEMIGLOSS 80 FSC	S2045	BG40BR	EXACT	1000	1000/2000	JHB	DBD CTI	⊙ ⊙ ⊕	Responsibly sourced, Renewable content (Adhesive Contains Renewable Content)		
PTF6845	SEMIGLOSS 80	S2045	PET23	FULL DECKLE 1000mm	1000	1000	JHB	DBD		Renewable content (Adhesive Contains Renewable Content). Reduction in the use of materials (Liner)		
AW2433F	*SEMIGLOSS 80 FSC	S2345 High tack	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB	DBD CTI	D	Responsibly sourced		
ALYF6849F	SEMIGLOSS 80 FSC	S445N Super tack	BG40BR	FULL DECKLE 1500mm	1500	1000		DBD CTI	o ⊙ ♥	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)		
AW0425F	*MC SEMIGLOSS GP FSC	S1002	BG33WH	FULL DECKLE 1525mm	1525	1000		СТІ		Responsibly sourced, Reduction in the use of materials (Liner)		
				EXACT	1000	1000/2000		DBD		in the use of materials (Line)		
ALE8845	FASLITHO	S2045	BG40WH	FULL DECKLE 1000mm	1000	1000		DBD	Q	Renewable content (Adhesive Contains 30% of the Renewable Content)		
ALE8879	FASLITHO	S2345 High tack	BG40WH	FULL DECKLE 1000mm	1000	1000		DBD				
AN589ZAF	*SEMIGLOSS 80 FSC	C2075 Freezer grade	BG40BR	FULL DECKLE 1000mm	500	500	JHB	СТІ	o ⊙ ♥	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)		
AA003	*MC PRIMECOAT FSC	R5000 Removable	BG40BR	FULL DECKLE 1000mm	500	500	JHB	DBD CTI	D	Responsibly sourced		
Light Weigh	t											
AM18451F	LW60 FSC	S2050	BG40W IMP	FULL DECKLE 1000mm	500	500	JHB	DBD CTI		Reduction in material use(Facestock), Responsibly sourced		









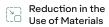
Prime Papers (continued)

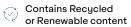
Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking Location	Sustainable Advantage
Vellum								
BC679	*TRANSFER VELLUM FSC	S2000NG	BG40BR	FULL DECKLE 2000mm	2000	1000	DBD	Responsibly sourced
LLYF3831	FASMATT VELLUM	S2045	CK40	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Renewable content (Adhesive Contains 30% of the Renewable Content)
ALB4690	TRANSFER VELLUM	S2345 High tack	BG40WH	FULL DECKLE 1000mm	1000	1000	JHB DBD	Reduction in material use(Facestock)
CK618	TRANSFER VELLUM FSC	R5000 Removable	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD	Responsibly sourced
Metalised Pa	aper							
AL326	*MP PLUS SILVER FSC	S2045N	BG40BR	FULL DECKLE 1000mm	500	500	DBD CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
AH966	*MP PLUS SILVER FSC	S2030	∗BG40WH IMP	FULL DECKLE 1000mm	1000	1000	CTD	Responsibly sourced
Coloured Pa	pers							
BJ614	* RADIANT CHARTREUSE FSC	S2045N	BG40BR	FULL DECKLE 1000mm	250	250	CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
BJ615	*RADIANT ORANGE FSC	S2045N	BG40BR	FULL DECKLE 1000mm	250	250	CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
BJ616	*RADIANT GREEN FSC	S2045N	BG40BR	FULL DECKLE 1000mm	250	250	CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
ВЈ617	*RADIANT RED FSC	S2045N	BG40BR	FULL DECKLE 1000mm	250	250	CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
Speciality P	apers							
AA875F	* FASTYRE PLUS FSC	TS79	*BG40WIMP	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
SW4106	MC SEMIGLOSS PB	2 x S2090	2 x BG40W IMP	FULL DECKLE 1500mm	750	500	JHB DBD CTD	
AMA1450F	SEMIGLOSS COVERALL	S2050	*BG40WH IMP	FULL DECKLE 1500mm	750	500	DBD CTD	
AM89400ZA	DUKUZA BOARD 160G	S2050	BG40	FULL DECKLE 1000mm	500	500	CTD	Reduction in material use (Facestock)

Prime Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking Location	Sustainable A	dvantage
Conformab	le Films								
AF186	PE85 TOP WH	S692N	*BG40WH	FULL DECKLE 2000mm	2000	1000	DBD		Reduction in material use, Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
AF187	PE85 TOP CL	S692N	*BG40WH	FULL DECKLE 2000mm	2000	1000	DBD	الْبُ	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
AF172	PE100 TOP WH	S277	BG40WH	FULL DECKLE 2000mm	1000	500	DBD		
Rigid White	Films								
AL09010	PP60 TOP WHITE CAVITATED	S2045	BG40WH	EXACT	1000	1000/2000) JHB DBD CT	D 🤣	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
BW8018	PP60 TC WHITE	SR3013	BG33WH	FULL DECKLE 1500mm	1500	1000	JHB DBD CT	D ji []	Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Liner)
ALYF1843	PP60 TOP WHITE CAVITATED	S2045	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD	Ø	Renewable content (Adhesive Contains 30% of the Renewable Content)
BW8004	PP60 TOP WHITE CAVITATED	S692N	BG40WH	FULL DECKLE 1500mm	1500	1000	JHB DBD CT	D jii	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
AB074	PP60 TOP WHITE	S692N	∗BG50WH	FULL DECKLE 2000mm	2000	1000	DBD	j	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
ALYF1839	PP60 TOP WHITE CAVITATED	S2345 High tack	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CT	D	
AB303	PP60 TOP WHITE CAVITATED	S445N Super tack	BG45WH	FULL DECKLE 1000mm	500	500	JHB DBD		
AF075	PP60 TOP WHITE	S277	BG50WH	FULL DECKLE 1000mm	500	500	JHB		
AF733ZA	PP60 TOP WHITE CAVITATED	C2075 Freezer grade	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD CT	D 📎	Renewable content (Adhesive Contains 30% of the Renewable Content)





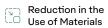


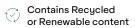


Prime Films (continued)

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking s Location	Sustainable A	dvantage
Rigid Clear Fi	ilms								
BW8019	PP50 TC CLEAR	SR3013	BG40Y	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD [Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Facestock)
CJ409	PP50 TOP CLEAR	S7400ER	PET23	FULL DECKLE 2000mm	2000	1000	DBD [Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Facestock)
AX150R	PP60 TOP CLEAR	S4000N	rPET30	FULL DECKLE 1000mm	1000	1000	DBD CTD	\bigcirc	Contains Recycled (Liner contains up to 30% recycled PCR)
ALYF0601	PP50 TOP CLEAR	S2045	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD		Reduction in material use, Renewable content (Adhesive Contains 30% of the Renewable Content)
AM11070ZA	PP50 TOP CLEAR	S2345 High tack	BG40W IMP	FULL DECKLE 1000mm	1000	1000	DBD CTD		Reduction in material use (Facestock)
BK882	PP60 TOP CLEAR	S692N	BG40BR	FULL DECKLE 2000mm	2000	1000	DBD [Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
BW8000	PP50 TOP CLEAR	S692N	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD [ji (<u>1</u>)	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers). Reduction in material use (Facestock)
Metallised B	OPP								
AMF9601	PP50 METALISED SILVER	\$2060	BG40WH IMP	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD	T ©	Reduction in material use (Facestock). Renewable content (Adhesive Contains 30% of the Renewable Content)
SW8507F	PP50 GLOSS SILVER TC	S692N	∦BG40WH IMP	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	(5)	Reduction in material use (Facestock)
CJ406	PP50 TOP SILVER	S7400	rPET23	FULL DECKLE 2000mm	2000	1000	DBD		Reduction in material use (Facestock) Contains Recycled (Liner contains up to 30% recycled PCR). Reduction in the use of materials (Liner)
Speciality Fil	lms								
AM65241ZA	FOAMTAC	S2050	BG40W	FULL DECKLE 1000mm	500	500	JHB DBD CTD	-	





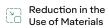


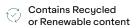


Variable Information Papers

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)		ocking ocation	Sustainable Adv	/antage
Direct Ther	mal Paper									
ALYG6833F	*DIRECT THERMAL TO FSC	S2045N	BG33BR	EXACT	1000	1000/2000	ЈНВ	CTI		Responsibly sourced, Renewable content (Adhesive Contains 30% of
				FULL DECKLE 1500mm	1500	1000		DBD		the Renewable Content)
NW5900_58x	65 THERMAL TC25 LINERLESS	HP103	LINERLESS	24 ROLLS PER BOX	20 BOXES	58mmX65m	CTD	JHB DBI) []	Reduction in material use (Liner)
ALY55845R	*rDT ECONOMY THERMAL 70 FSC	S2045N	BG40BR	FULL DECKLE 1525mm	1525	1000	JHB	DBD CTI	- (, ,	Renewable content (Facestock contains 15% recycled components from industrial materials). Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
AG177	*DIRECT THERMAL TC S8 FSC	S445N Super tack	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB	DBD		Responsibly sourced
BU294	*DT200HD PLUS TC FSC	C2075N Freezer grade	BG40BR	FULL DECKL 1000mm	500	500	JHB	СТІ		Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
CK384	*DIRECT THERMAL TC FSC	R5000N Removable	BG40BR	FULL DECKL 1000mm	500	500	JHB	DBD CTI) (Responsibly sourced
Thermal Tra	nsfer Paper									
ALYA8845	FASTRANSFER ULTRA	S2045	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB	DBD CT		Renewable content (Adhesive Contains 30% of the Renewable Content)
ALYB4845	FASTRANSFER STANDARD	S2045N	BG40BR	FULL DECKLE 1000mm	1000	1000		DBD CT	C.	Renewable content (Adhesive Contains 30% of the Renewable Content)
ALA8858	FASTRANSFER ULTRA	S2345 High tack	BG40BR	FULL DECKLE 1000mm	1500	1000	JHB	DBD		
Inkjet Pape	r									
OW2350	GLOSS IJ PAPER	AP103	BG40WH IMP	FULL DECKLE 1070mm	268	250	ЈНВ	CTE)	
Laser Pape	r									
OW0053G	*LASERPRO 70 FSC	S692N(EM)	CK55W	FULL DECKLE 210mm	315	1500/3000	ЈНВ	DBD CTI	D	Responsibly sourced







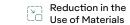


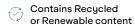
Variable Information Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking Location	Sustainable A	stainable Advantage	
Thermal Trai										
BW0053	TTP MATT WHITE	S692N	BG40WH	FULL DECKLE 1000mm	1000	1000	JHB DBD		Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	
AL74680	TTP MATT WHITE	S2345 High Tack	BG40WH IMP	FULL DECKLE 1000mm	1000	1000	JHB DBD			
AF592	PET50 WHITE	S695(EM)	BG45W	FULL DECKLE 1000mm	500	500	JHB	G	Reduction in material use (Facestock)	
Inkjet Film										
OZ2120	100um IJ SYN PAPER	AF101	BG40WH IMP	FULL DECKLE 1530mm	382	250	JHB DBD CT	D		









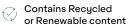


Wine Portfolio

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m²)	Length (LM)	Stocking Location	Sustainable Advantage
Gloss Pape	r							
AW2141F	*CAST GLOSS PREMIUM FSC	S2000W	BG40WH	FULL DECKLE 1525mm	1525	1000	JHB CTD	Responsibly sourced
SW7060	*Cast Gloss Elite FSC	S2030	BG40 WH	FULL DECKLE 1525mm	1525	1000	CTE	Responsibly sourced
SW7083F	*CAST GLOSS ELITE FSC	S2030	rPET23	FULL DECKLE 1525mm	1525	1000	CTE	Responsibly sourced. Reduction in the use of materials (Liner)
Speciality F	Paper							
AU266	WHITE COTTON	S2047N	∗BG45WH	FULL DECKLE 1000mm	500	500	CTE	Renewable content (Adhesive Contains 30% of the Renewable Content)
BE261	* RUSTIQUE EXTRA WHITE FSC	Z1010	∗BG45WH	FULL DECKLE 1000mm	1000	1000	CTE	Responsibly sourced
BQ057	*RUSTIQUE EXT WH rPLUS FSC	S2030	* BG45WH HR FSC	FULL DECKLE 1000mm	1000	1000	CTE	Responsibly sourced
AG600	*LINEN FSC	S2047N	*BG45WH IMP	FULL DECKLE 1000mm	500	500	CTE	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)
F29233F	*ESTATE #8 FSC	S2047	BG40WH	FULL DECKLE 1500mm	1500	1000	CTE	Responsibly sourced, Renewable content (Adhesive Contains 30% of the Renewable Content)





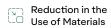


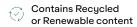


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Rapid Roll

Item	Description	Service Program / Width (mm)	MOQ (m²)	Length (LM)		Stocking Location S		le Advantage	Comments
AG313	*LINER BG40WH HR FSC	FULL DECKLE 1000MM	1000	1000	JHB	CTD		Reduction in material use,Responsibly sourced	
RR90712	BOPP WHITE TAG 120MIC	EXACT	1000	1000 I	INDENT		C	Reduction in material use(Facestock)	Corona-treated (3-week leadtime)
RR90715	BOPP WHITE TAG 150MIC	EXACT	1000	1000 I	INDENT		C	Reduction in material use(Facestock)	Corona-treated (3-week leadtime)
		EXACT	1000	1000		CTD	O	Reduction in material use(Facestock)	Corona-treated
RR90725	BOPP WHITE TAG 250MIC	EXACT	1000	500,1000 I	INDENT		[]	Reduction in material use(Facestock)	Corona-treated (3-week leadtime)
		Any width smaller than 150mm	1000	500 I	NDENT			use(i ucestock)	leadtime)







Operational Terms & Conditions

Any exceptions to the standards are subject to an upcharge unless otherwise noted

Core Diameter

- 76mm
- · Specialties on Request

Splice Standard

- Up to 1000m: 1 splice
- 1000 2000m: 2 splices
- · More than 2000m: 3 splices

Minimum Distance Between Splices and to Start/End of a Roll

• 200 m

Splice Tape

• PVC Red/Brown Tape

Splice Indication

 Number of splices is indicated on the roll label and position of splice indicated by stamp on side of the roll

Offcut Disposition

 Customer will be charged for full deckle unless sales order is requested on Fasson Exact™ program

Slit Width

- · Minimum slit width is 90mm
- · Maximum slit width is 1500mm
- Maximum width dependent on master roll width

Slit Roll Width Tolerances

Full width tolerance is +/- 1mm on each side

Roll Length

- Minimum Standard roll length is 1000m
- Specialties 500m

Roll Length Tolerance

• Roll length tolerance of +/- 10%

Maximum Roll Length

• Approximately 2000m - dependent on product

Total Order Quantity

• Order supplied +/- 5%

Packaging Method

· Rolls will be horizontally or vertically packed

Roll Tag Labels

Roll Labels on outside of roll and one in roll core

Palletized deliveries

- All deliveries as required are palletized
- These pallets remain the property of Avery Dennison and need to be returned.

Maximum Stack Heights

• 1m

Minimum Order Quantity

- · Standard MOQ is 1000m of the full material width
- Fasson Exact program MOQ is 1000m². Certain Specialties may be 500m²

Material Quality Matters

- Material to remain at the customer's premises until final testing/evaluations have been done
- Complaints are attended to within the stipulated life of the product as per material data sheet
- Response to complaints within 2 working days
- Resolution within 21 working days dependent on type of complaint

Technical Support

- Technical support and product training available for both converters and end users
- Training is offered at ADSA discretion

Operational Terms & Conditions (continued)

Cut-off Times For Orders

- All orders received at or before 10am will be delivered within 24 hours unless confirmed otherwise
- Unless communicated otherwise, Orders serviced from our 2m deckle in DBN DC will be delivered in 48 hours for JHB Customers and 72 hours for CTN customers.
- Fasson EXACT products lead time is 2 working days to dispatch EXCEPT when product ordered is not offered at the local DC in which case transportation lead time of additional 2 working days applies.
- Collections from 09:00am 15:00pm, Monday Friday
- Customer must make collection arrangements at least 3 hours prior to collection
- Direct indent orders have 8 12 weeks lead time depending on freight mode and source

National Freight Charge

- Applicable freight charges:
- As per agreed pro-forma terms & conditions for exports orders
- Should customer require stock faster than the standard channel

Order Cancellation

- · Not permitted once slit
- Fasson Exact Program sales order cancellation not permitted once Order Acknowledgment has been issued

Width Substitution

· As agreed upon by both parties

Product Substitution

 Substitution with the nearest alternate product allowed in the event of stock shortage and agreed by both parties

Changes on Service Programs

- Please note that the release of this Product Services
 Guide happens once in a quarter, therefore this release
 does not mean or suggest or be understood in any way to
 mean that the service programs listed in this document
 will remain the same throughout the quarter
- Lookout for communications from our Customer Services for any Service Program changes that may happen after this release
- We encourage the frequent use of the MyAD portal for Service Programs as it will always reference the most recent as per available inventory

Damaged Product on Delivery

- · Customers to inspect all products on delivery.
- Any damages to be acknowledged at the time of delivery by being noted on the Delivery Docket
- Avery Dennison approval required before material is picked up
- Failure to acknowledge at the time of delivery will be deemed that the damage occurred at the customer's premises

Customer Purchase Order

- Email Purchase Order to Avery Dennison Order Centre email address: order.centre@eu.averydennison.com
- Customer Purchase Order should include the following information:
 - Purchase Order number.
 - · Company Name / Account number.
 - · Delivery address, Required date.
 - Item required, Quantity required & Price.
 - Name δ title and contact number for Buyer.
- Once purchase order has been processed by Avery Dennison; an order acknowledgment will be emailed to the customer
- Failure to clearly supply these details may result in delays

Proof Of Delivery

 Material to be checked. Delivery Docket signed and returned to driver/courier

Price increase

- · 30 days notice period
- Notice period may change subject to exceptional circumstances

Avery Dennison
Label and Packaging Materials

South Africa
Cnr. Winze Drive and Leader Avenue
Stormill Ext 4
Roodepoort
1709

label.averydennison.com



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