

CUSTOMER & COMMERCIAL

Technical Support & Advisory Disclaimer

Disclaimer | SAL-STD-005 | Version 1.0

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Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO provides information in good faith based on available product evidence and experience. Unless expressly contracted in writing, MISCO does not provide engineering design approval, certify the customer's assembly or guarantee fitness for an unverified end use.

1. Purpose

Define the boundary between helpful product information and the customer's engineering, design and regulatory responsibility.

2. Scope

Website content, conversations, emails, quotations, samples, datasheets, typical applications, material suggestions and responses to technical enquiries.

3. Policy statement and commitment

MISCO provides information in good faith based on available product evidence and experience. Unless expressly contracted in writing, MISCO does not provide engineering design approval, certify the customer's assembly or guarantee fitness for an unverified end use.

4. Mandatory requirements

- Customers must provide complete service conditions, drawings, loads, temperatures, voltages, environment, tolerances, standards and regulatory requirements relevant to selection.
- Typical applications and general properties are informative and do not establish suitability for a particular design.
- Product properties can vary by manufacturer, grade, thickness, colour, batch, machining, conditioning and test method.
- Customers must review current manufacturer data, certificates and test evidence and obtain competent engineering or regulatory approval where required.

- Samples and prototypes should be validated under representative conditions before production use.
- MISCO will identify assumptions and uncertainty where known and will not invent or extrapolate ratings or certification.
- Nothing in this disclaimer excludes duties or rights that cannot lawfully be excluded.

5. Implementation and operational controls

- Capture critical application information during contract review.
- Qualify advice and link it to the exact product evidence.
- Escalate safety-critical, novel or unsupported applications.
- Keep written records of material recommendations and customer approvals.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.
Customers and website users	Provide accurate information, use technical content within its stated limits and promptly report errors, incidents or product concerns.

7. Reporting, complaints and escalation

Send technical enquiries and drawings to sales@misco.net.au. Do not rely on website text alone for safety-critical or regulated material selection.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- QA-STD-001 Product Compliance & Standards Statement
- QA-STD-002 Product Certification & Compliance Declaration
- SAL-STD-001 Terms & Conditions of Sale

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)
- [International Organization for Standardization - management system standards and certification information](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.