

CUSTOMER & COMMERCIAL

Warranty Statement

Statement | SAL-STD-002 | Version 1.0

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Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
Issue date	19 July 2026
Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO warrants that its supplied goods and services will materially conform to accepted specifications at supply and that MISCO services will be performed with due care and skill. This statement does not exclude statutory guarantees or remedies that cannot lawfully be excluded.

1. Purpose

Explain MISCO's express warranty position and how it interacts with non-excludable legal rights.

2. Scope

Goods and services supplied by MISCO unless a quotation, manufacturer warranty or written agreement states a different express warranty.

3. Policy statement and commitment

MISCO warrants that its supplied goods and services will materially conform to accepted specifications at supply and that MISCO services will be performed with due care and skill. This statement does not exclude statutory guarantees or remedies that cannot lawfully be excluded.

4. Mandatory requirements

- Notify MISCO promptly with proof of purchase, product identification, quantity, operating context, photographs and details of the alleged failure.
- Preserve affected goods and traceability and do not continue use where safety or further damage is reasonably foreseeable.
- MISCO may inspect and reasonably investigate the cause, supplier evidence, installation, environment and agreed specification.
- Subject to law, express warranty does not cover customer design error, unsuitable material selection not accepted by MISCO as design responsibility, misuse, incorrect storage or installation, unauthorised alteration, ordinary wear or damage after delivery.

- Manufacturer warranties may apply to supplied products and will be facilitated where appropriate, without displacing MISCO obligations that apply by law.
- Where an express warranty claim is accepted, MISCO will provide repair, replacement, resupply, credit or refund as required by law or agreed reasonably for the circumstances.
- No fixed warranty period is used to extinguish Australian Consumer Law rights, which may continue for a reasonable period depending on the goods, price, representations and use.

5. Implementation and operational controls

- Use the RMA and complaint process.
- Separate product defect, transport damage, specification mismatch and application failure findings.
- Record root cause and corrective action where MISCO or supplier processes contributed.
- Communicate assessment and remedy clearly.

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

Submit claims to sales@misco.net.au. Urgent safety issues should also be reported by telephone on (03) 9706 5185.

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

- SAL-STD-001 Terms & Conditions of Sale
- SAL-POL-001 Returns, Refunds & Replacements Policy
- QA-STD-001 Product Compliance & Standards Statement

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)

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.