

To whom it may concern,

Ref: General Statement – “Shelf Life”

***Shelf life** is the length of time that a commodity may be stored without becoming unfit for use, consumption, or sale. (Wikipedia)*

For aerosol and liquid products with a warranty period of 12 months. This means that if they do not operate correctly in this period we will examine, assess and have the product returned for credit or replacement where a manufactured fault is found. We work closely with our customers in such instances. This is often referred to as the shelf-life, but it is not.

This does not mean products have a lifetime limited only to 12 months and after this period they may not be used. It does mean we would expect any manufactured defects to have been discovered and corrected within this period.

After 12 months products cannot be returned as faulty.

In the true sense of the term “shelf-life” (as defined above) most products do not expire, so do not have a shelf-life.

In most cases we would expect products to last for many years, in the cases of solvent cleaners, lubricants and most other product types, if stored correctly, they will operate as new for 10 years and beyond. This being the case, they only have a 12 month reportable fault period.

The reason for a 12 month period is that most suppliers only give a 12 month period on the components and materials that they supply, used in the products processed. With the items we process only being supplied to us with a 12 month “warranty” we can only rely on that for our products. These are international suppliers and this is a standard period, in no way do these items become obsolete after this time.

In the cases of certain products, such as paints, settling may occur or poor agitation and problems are increased with prolonged storage. For this reason paint suppliers only give 12 months on paint products we process, but these products work for many years. Additionally due to the variety of products manufactured, the varied conditions products are exposed to, and the diverse markets supplied it is impossible to offer a mixed and confusing period. Thus 12 months is the “free from manufactured defects period.”

We have stringent Quality Control procedures in place and don't often manufacture defective products. We supply millions of products every year that operate reliably until empty. We want our customers to come back and buy them again.