

Product Services Guide

South Africa
April 2026



Need more information?

Business Support Team

08000 AVERY (28379)

Mon to Thu 8.00am – 4.30pm
Fri 8.00am – 4.00pm

(excluding South African public holidays)

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

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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.



Log in to MyAD

Introduction

Welcome to the April 2026 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 South Africa.

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location		Sustainable Advantage	Comments
AW2400F	*SEMIGLOSS 80 FSC	S1002 (EM)	BG33WH Imp	FULL DECKLE 1500mm	1500	1000	JHB	CTD	  Responsibly sourced. Reduction in the use of materials (Liner)	Transitioned from AW0425F
				EXACT	1000	1000/2000	DBD			
ALE8845	FASLITHO	S2045 (HM) 0°C Min. Appl. Temp	BG40WH	FULL DECKLE 1500mm	1500	1000	DBD		 Renewable content (Adhesive Contains 30% 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:

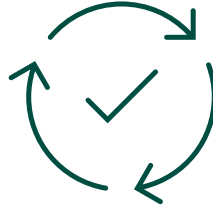
Indicates which AD site the product is stocked in

Sustainable Advantage:

Why the product is part of the Sustainable Advantage portfolio.



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

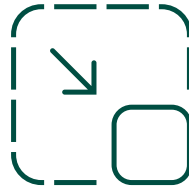


Contains Recycled or Renewable Content

Give a second life to what has already been used.

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

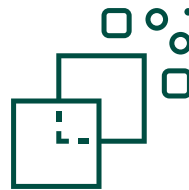
Renewable Content - The renewable sources can be used for facestocks, Adhesives and/or liners, and/or other coatings with at least 30% of the content of that specific component.



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



Responsible 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



Prime Papers

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
MACHINE COAT									
AL89350F	*SEMIGLOSS 80 FSC	S2045 (HM) 0°C Min. Appl. Temp	BG40WH	FULL DECKLE 1500mm EXACT	1500 1000	1000 1000/ 2000	JHB DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
ALY89350F	*SEMIGLOSS 80 FSC	S2045 (HM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1500mm EXACT	1000	1000/ 2000	JHB DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
KMH4644F	*SEMIGLOSS 70 FSC	S2045 (HM) 0°C Min. Appl. Temp	BG33WH	FULL DECKLE 1500mm	1500	1000	JHB DBD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content). Reduction in material use	EasyCut adhesive Transitioned from AW04270F
PTF6845	SEMIGLOSS 80	S2045 (HM) 0°C Min. Appl. Temp	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 (HM) High tack 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Responsibly sourced	High tack
ALYF6849F	*SEMIGLOSS 80 FSC	S445N(HM) Super tack	BG40BR	FULL DECKLE 1500mm	1500	1000	DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% of the Renewable Content)	Super tack
AWS5121	*SEMIGLOSS 80 FSC	HP104(HM) Super tack	BG33WH Imp	FULL DECKLE 1530mm	1530	1000	CTD		
AW2400F	*SEMIGLOSS 80 FSC	S1002 (EM)	BG33WH Imp	FULL DECKLE 1500mm EXACT	1500 1000	1000 1000/2000	JHB CTD DBD	Responsibly sourced. Reduction in the use of materials (Liner)	Transitioned from AW0425F
ALE8845	FASLITHO	S2045 (HM) 0°C Min. Appl. Temp	BG40WH	FULL DECKLE 1500mm	1500	1000	DBD	Renewable content (Adhesive Contains 30% Renewable Content)	
ALE8879	FASLITHO	S2345 (HM) High tack	BG40WH	FULL DECKLE 1500mm	1500	1000	DBD		High Tack
AN589ZAF	*SEMIGLOSS 80 FSC	C2075 (HM) Freezer grade	BG40BR	FULL DECKLE 1000mm	500	500	JHB CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	Freezer grade
CO111	*rMC FSC	R5000 (EM) Removable	BG40BR FSC	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Renewable content (Facestock contains 30% recycled components from industrial materials). Responsibly sourced	Removable

* New

* Forest Stewardship Council® certification



Enable Recyclability, Reuse or Compostability



Reduction in the Use of Materials



Contains Recycled or Renewable content






















Responsibly Sourced

Prime Papers

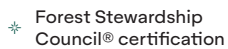
Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
LIGHT WEIGHT									
AM18451F	LW60 FSC	S2050 (HM)	BG40W IMP	FULL DECKLE 1000mm	500	500	JHB DBD CTD	   Reduction in material use(Facestock). Responsible sourced	
VELLUM									
BC679	*TRANSFER VELLUM FSC	S2000NG (EM)	BG40BR	FULL DECKLE 2000mm	2000	1000	DBD	 Responsible sourced	
LLYF3831	FASMATT VELLUM	S2045 (HM) 0°C Min. Appl. Temp	CK40	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	 Renewable content (Adhesive Contains 30% Renewable Content)	
ALB4690	TRANSFER VELLUM	S2345 (HM) High tack	BG40WH	FULL DECKLE 1000mm	1000	1000	JHB DBD	 Reduction in material use(Facestock)	High tack
CK618	*TRANSFER VELLUM FSC	R5000 (EM) Removable	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD	 Responsible sourced	Removable
METALISED PAPER									
AL326	*MP PLUS SILVER FSC	S2045N (HM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1000mm	500	500	DBD CTD	  Responsible sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
SPECIALITY PAPERS									
AA875F	*FASTYRE PLUS FSC	TS79 (HM)	*BG40W IMP	FULL DECKLE 1000mm	500	500	JHB DBD CTD	  Responsible sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
SW4106	MC SEMIGLOSS PB	2 x S2090 (HM)	2 x BG40W IMP	FULL DECKLE 1500mm	750	500	JHB DBD CTD		
AMA1450F	*SEMIGLOSS FSC COVERALL	S2050 (HM)	BG40WH IMP	FULL DECKLE 1500mm	750	500	DBD CTD	 Responsible sourced.	
AM89400ZA	DUKUZA BOARD 160G	S2050 (HM)	BG40WH IMP	FULL DECKLE 1000mm	500	500	CTD	 Reduction in material use (Facestock)	

Prime Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
CONFORMABLE FILMS									
AF186	PE85 TOP WH	S692N (EM)	*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 (EM)	*BG40WH	FULL DECKLE 2000mm	2000	1000	DBD	 	Reduction in material use. Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
AF172	PE100 TOP WH	S277 (EM)	BG40WH	FULL DECKLE 2000mm	2000	1000	DBD		
RIGID WHITE FILMS									
AL09033	PP60 TOP WHITE CAVITATED	S2045 (HM) 0°C Min. Appl. Temp	BG33WH	EXACT	1000	1000/2000	JHB DBD CTD	 	Renewable content (Adhesive Contains 30% Renewable Content); Reduction in material use (Liner)
BW8018	PP60 TC WHITE	SR3013 (EM)	BG33WH	FULL DECKLE 1530mm	1530	1000	JHB DBD CTD	 	CleanFlake™ Enables Recycling, Reuse or Compostability. Reduction in material use (Liner) CleanFlake™
ALYF1844	PP60 TOP WHITE CAVITATED	S2045 (HM) 0°C Min. Appl. Temp	BG33BR	FULL DECKLE 1530mm	1530	1000	JHB DBD	 	Renewable content (Adhesive Contains 30% Renewable Content) Transitioned from ALYF1843
BW8333	PP60 TOP WHITE CAVITATED	S692N (EM)	BG33WH	FULL DECKLE 1530mm	1530	1000	JHB DBD CTD	 	Enables Recycling, (Monomaterial for labelled HDPE containers). Reduction in material use (Liner)
BW8012	PP50 TOP WHITE CAVITATED	S692N (EM)	BG33WH	FULL DECKLE 1500mm	1500	1000	CTD	 	Enables Recycling, (Monomaterial for labelled HDPE containers). Reduction in material use(Liner)
AB074	PP60 TOP WHITE	S692N (EM)	*BG50WH	FULL DECKLE 2000mm	2000	1000	DBD		Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)
ALYF1833	PP60 TOP WHITE CAVITATED	S2345 (HM) High tack	BG33BR	FULL DECKLE 1530mm	1530	1000	JHB DBD CTD	 	Renewable content (Adhesive Contains 30% Renewable Content) High tack Transitioned from ALYF1839
AB303	PP60 TOP WHITE CAVITATED	S445N (HM) Super tack	BG45WH	FULL DECKLE 1000mm	500	500	JHB DBD		Renewable content (Adhesive Contains 30% Renewable Content) Super tack
AF733ZA	PP60 TOP WHITE CAVITATED	C2075 (HM) Freezer grade	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD CTD		Renewable content (Adhesive Contains 30% Renewable Content) Freezer grade



* New



* Forest Stewardship Council® certification



Enable Recyclability, Reuse or Compostability



Reduction in the Use of Materials



Contains Recycled or Renewable content



Responsible Sourced

Prime Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
RIGID CLEAR FILMS									
BW8019	PP50 TC CLEAR	SR3013 (EM)	BG40Y	FULL DECKLE 1530mm	1530	1000	JHB DBD CTD	CleanFlake™ Enables Recycling, Reuse or Compostability. Reduction in material use (Liner)	CleanFlake™ Will transition to a BG33Y Liner BWS4019
CH878	PP50 TOP CLEAR	S7000ER (EM)	rPET23	FULL DECKLE 1980mm	1980	1000	DBD	CleanFlake™ Enables Recycling, Reuse or Compostability. Reduction in material use (Facestock & Liner). Contains Recycled (Liner contains up to 30% recycled PCR)	CleanFlake™ Transitioning to BWS1876
AX150R	PP60 TOP CLEAR	S4000N (EM)	rPET30	FULL DECKLE 1000mm	1000	1000	DBD CTD	Contains Recycled (Liner contains up to 30% recycled PCR)	
ALYF0601r	rPP50 TOP CLEAR	S2045 (EM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD	Reduction in material use. Renewable content (Adhesive Contains 30% Renewable Content)	Transitioned from ALYF0601
AM11033R	rPP50 TOP CLEAR	S2345 (HM) High tack	BG33W IMP	FULL DECKLE 1000mm	1000	1000	DBD CTD	Reduction in material use (Facestock)	High tack Transitioned from AM11070ZA
BW8300	PP50 TOP CLEAR	S692N (EM)	BG33BR	FULL DECKLE 1530mm	1530	1000	JHB DBD CTD	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers). Reduction in material use (Facestock)	
METALLISED BOPP									
AMF9633R	rPP50 METALISED SILVER	S2060 (HM)	BG33H IMP	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Reduction in material use (Facestock). Renewable content (Adhesive Contains 30% Renewable Content)	Transitioned from AMF9601
SW8507F	rPP50 GLOSS SILVER TC	S692N (EM)	*BG33WH IMP	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Reduction in material use (Facestock)	Transitioning to SW8533r
BWS2047	PP50 TOP SILVER	S692N (EM)	PET23	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)	Transitioned from CK130
SPECIALITY FILMS									
AM65241ZA	FOAMTAC	S2050 (HM)	BG40W	FULL DECKLE 1000mm	500	500	JHB DBD CTD		

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Responsibly Sourced

Variable Information Papers

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
DIRECT THERMAL PAPER									
ALYG6833F	*DIRECT THERMAL TC FSC	S2045N (HM) 0°C Min. Appl. Temp	BG33BR	EXACT FULL DECKLE 1500mm	1000 1500	1000/2000 1000	JHB CTD DBD	Responsibly sourced, Renewable content (Adhesive Contains 30% Renewable Content)	
NW6015F	*DIRECT THERMAL TC FSC	S2045N (HM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1500mm	1500	1000	DBD CTD		
NWP5900_58x65	THERMAL TC25 LINERLESS - DRY EDGE	HP103 (HM)	LINERLESS	24 ROLLS PER BOX	20 BOXES	58mmX65m	CTD JHB DBD	Reduction in material use (Liner)	
ALY55833R	*rDT ECONOMY THERMAL 70 FSC	S2045N (HM) 0°C Min. Appl. Temp	BG33BR	FULL DECKLE 1500mm	1500	1000	JHB CTD DBD	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 (HM) Super tack	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD	Responsibly sourced	Super tack
BU294ZAF	*DT200HD PLUS TC FSC	C2075N (HM) Freezer grade	BG40BR	FULL DECKLE 1525mm	762	500	JHB CTD	Responsibly sourced, Renewable content (Adhesive Contains 30% Renewable Content)	Freezer grade.
BU296	*THERM 200HD PLUS NP FSC	R5000N (EM) Removable	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Responsibly sourced	
THERMAL TRANSFER PAPER									
ALYA8845	FASTRANSFER ULTRA	S2045 (HM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Renewable content (Adhesive Contains 30% Renewable Content)	
ALYB4845	FASTRANSFER STANDARD	S2045N (HM) 0°C Min. Appl. Temp	BG40BR	FULL DECKLE 1000mm	1000	1000	DBD CTD	Renewable content (Adhesive Contains 30% Renewable Content)	
ALA8858	FASTRANSFER ULTRA	S2345 (HM) High tack	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD		High tack Transitioning to ALA8888
INKJET PAPER									
OW2350	GLOSS IJ PAPER	AP103 (EM)	BG40WH IMP	FULL DECKLE 1070mm	268	250	JHB CTD		
LASER PAPER									
OW0053G	*LASERPRO 70 FSC	S692N(EM)	CK55W	FULL DECKLE 210mm	315	1500/3000	JHB DBD CTD	Responsibly sourced	



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Reduction in the Use of Materials








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Responsible Sourced

Variable Information Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location		Sustainable ADvantage	Comments
THERMAL TRANSFER FILM										
BW0033	TTP MATT WHITE	S692N (EM)	BG33WH	FULL DECKLE 1530mm	1530	1000	JHB DBD		Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers). Reduction in material use(Liner)	
BWS5064	TTP MATT WHITE	HP104 (HM) High tack	BG33WH IMP	FULL DECKLE 1530mm	1530	1000	JHB DBD	 	Renewable content (Adhesive Contains 30% Renewable Content); Reduction in material use (Liner)	High tack
AF592	PET50 WHITE	S695(EM)	BG45W	FULL DECKLE 1000mm	500	500	JHB		Reduction in material use (Facestock)	
DIRECT THERMAL FILM										
NWS5203	DIRECT THERMAL PP75 WHITE TC	HP103(HM) 0°C Min. Appl. Temp	BG40WH IMP	FULL DECKLE 1530mm	1530	1000	CTD		Renewable content (Adhesive Contains 30% Renewable Content)	
INKJET FILM										
OZ2120	100um IJ SYN PAPER	AF101	BG40WH IMP	FULL DECKLE 1530mm	382	250	JHB DBD CTD			

Wine Portfolio

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m ²)	Length (m)	Stocking Location	Sustainable Advantage	Comments
GLOSS PAPER									
AW2141F	* CAST GLOSS PREMIUM FSC	S2000W (EM)	BG40WH	FULL DECKLE 1525mm	1525	1000	JHB CTD	Responsibly sourced	
SW7060	* Cast Gloss Elite FSC	S2030 (EM)	BG40 WH	FULL DECKLE 1525mm	1525	1000	CTD	Responsibly sourced	
SW7083F	* CAST GLOSS ELITE FSC	S2030 (EM)	rPET23	FULL DECKLE 1525mm	1525	1000	CTD	Responsibly sourced. Reduction in the use of materials (Liner)	
SPECIALITY PAPER									
AU266	WHITE COTTON	S2047N (HM)	* BG45WH	FULL DECKLE 1000mm	500	500	CTD	Renewable content (Adhesive Contains 30% Renewable Content)	
AG600	* LINEN FSC	S2047N (HM)	* BG45WH IMP	FULL DECKLE 1000mm	500	500	CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
F29333	* ARTISAN FSC	S2047 (HM)	BG40WH	FULL DECKLE 1525mm	1525	1000	CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
CO385	* NOBLE EXTRA WHITE rPLUS FSC	S2030 (EM)	* BG45WH HR FSC	FULL DECKLE 1000mm	1000	1000	CTD	Responsibly sourced	
LB357	* VERGE BLANC FSC	S2030 (EM)	* BG45WH FSC	FULL DECKLE 1000mm	1000	1000	CTD	Responsibly sourced	
F12783	* VINTAGE FSC	S2047N (HM)	BG40WH	FULL DECKLE 1525mm	1525	1000	CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	

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

Width tolerance is +/- 1mm

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

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

Operational Terms & Conditions (continued)

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: ordercentre@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 & 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

Quality & Admin Claims Handling Policy

Contact point

Customer Claims Department
customerclaims.za@eu.averydennison.com

Resolution Lead Time

Quality related complaints
17 business days

Admin related complaints
12 business days

Required documents

To enable a quick resolution, kindly include the following information when submitting your complaints:

- Item number
- Roll ID & Lot number
- Claim quantity in m²
- Defect type
- Photographic or video evidence
- CAR/NCR if needed
- Defect roll return request, if any

Damaged roll replacement

Within 24 hours of complaint notification

Avery Dennison
Label and Packaging Materials

South Africa

Johannesburg

Cnr. Winze Drive & Leader Avenue
Stormill Ext 4, Roodepoort 1709, Gauteng, Africa

Durban

24 Westmead Road,
Westmead, Pinetown, KwaZulu Natal

Cape Town

11 Assegaai Road, Parow Industria
Parow, 7493, Western Cape

Kenya

WH 10 - 11, Saku Business Park
Mombasa Highway, Nairobi

Learn more at label.averydennison.com



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