

# SafeSupply

Guaranteed consumable performance, availability and pricing



**SafeSupply** is a unique service provided by Domino that allows you to fix your consumable prices for up to 5 years for accurate budgeting. It also enables you to reduce your stock keeping with pre-agreed regular deliveries.

Genuine Domino consumables are designed and developed especially for our printers to maximise print quality and significantly reduce unplanned downtime. Agreed, regular, scheduled deliveries through Domino's **SafeSupply** helps you get the genuine consumables you need to keep producing without costly last-minute rushed orders.

For complete peace of mind, **SafeSupply** fixes your consumable pricing for the duration of the agreement, allowing for accurate budgeting and reduced order processing costs.

## Keep costs predictable and under control

- Fixed consumable pricing with included delivery for the duration of the agreement
- Duration options to meet your needs
- Reduced ongoing costs with discounted **SafeGuard** packages
- Optional thermal printhead bundle with **SafeSupply 300**

## Don't let coding limit your productivity

- Agreed delivery schedules
- Domino's EuPIA GMP manufactured inks and ribbons for food contact materials to help ensure adherence to most legislation and your chosen certification

## Secure your investment

- Genuine Domino consumables to maximise printer efficiency and fulfil Domino's warranty conditions for printers and thermal printheads
- Discounted operator training to aid trouble-free printer operation

## SafeSupply Packages

	SafeSupply 100	SafeSupply 200	SafeSupply 300
Guaranteed fixed price consumables	1 year	2 to 3 years	3 to 5 years
Freight costs included	✓	✓	✓
Flexible delivery schedule		✓	✓
Flexible delivery quantities			✓
Performance kits	✓	✓	✓
Discount on <b>SafeGuard</b>		✓	✓
Discount on training		✓	✓
Discount on spares			✓
<b>For TTO and Print &amp; Apply:</b>			
Printhead extended warranty	✓	✓	✓
Optional printhead bundles			✓



## SafeSupply Terms and Conditions

### Supply of Consumables

All purchases relating to **SafeSupply** products made by the customer from Domino during the agreement term, as listed on the front page, shall be subject to these terms and conditions and Domino's standard terms and conditions of sale, in the event of conflict between those terms and conditions, these terms and conditions shall take precedence.

For the agreement term and for each of their printing technologies covered by the agreement, Domino will supply to the customer the consumables listed in the table below right. The quantity of consumables delivered will be calculated by Domino using the customer's application characteristics and planned production volumes.

Actual consumables usage can vary slightly due to changes in factors outside Domino's control such as temperature variations, printer idle time and operator cleaning routines. Given these factors Domino cannot guarantee exact quantities but will use commercially reasonable endeavours to ensure that the customer has sufficient consumables for their stated production volumes.

If goods are delivered short, faulty or damaged, and customer wishes to reject the goods, they must notify Domino within 3 days of the date of delivery. Right of rejection is also subject to Domino's standard terms and conditions of sale. This does not affect the warranty period of the goods.

Once the goods have been delivered to the customer site the customer takes full responsibility for them. This includes, but is not limited to, suitable storage to ensure the goods remain in good condition before their use, and stock rotation to ensure that older shelf life products are used first to avoid holding stock which is beyond its expiry date. There is no buyback for goods supplied under a **SafeSupply** agreement.

### Scheduled Deliveries

All **SafeSupply** products include scheduled deliveries. A delivery schedule will be agreed in advance with the customer and will be made on standard freight delivery lead times. Standard freight charges are included in the agreement. Express deliveries would incur additional charges in line with our normal rates applicable at the time.

**SafeSupply 100** agreements feature fixed delivery schedules. **SafeSupply 200** agreements allow for flexible delivery dates if the customer's production patterns change.

Any changes will require five working days prior notification by the customer.

**SafeSupply 300** agreements, in addition, allow for the flexing of order quantities within a +/-20% band to deal with changing customer production volumes. Ten working days' prior notification is needed to flex ordered quantities. If additional quantities are required with **SafeSupply 100** and **200** agreements, they can be ordered on demand at standard Domino list prices applicable at the time. Freight charges will also apply.

### Agreement Term and Renewal

**SafeSupply 100** agreements are for one year; **SafeSupply 200** agreements are for two or three years and **SafeSupply 300** agreements are for between three and five years.

**SafeSupply** agreements do not auto-renew but Domino will contact the customer towards the end of an agreement to discuss renewal terms. If the agreement is not renewed at the end of its term all prices will revert to our standard list prices.

### Printhead Warranty

Printhead warranty applies only to TTO and Print & Apply technologies. All **SafeSupply** agreements include printhead warranty up to 40km for TTO and 100km for Print & Apply. Domino ribbons must be used to claim this printhead warranty. The printhead warranty for direct thermal applications is up to 50 km.

### Performance Kits

Performance kits are available for some technologies. These provide customers with additional items with which they can clean components which are critical to the printer's performance. Regular cleaning of these components, such as printheads, improves their life and the overall performance of the printer. The Product Manual for each printer contains details of such regular cleaning processes that should be carried out to maintain the maximum performance of their Domino printer.

	A-Series Classic/ Plus/GP	CIJ	A-Series i-Tech and Ax-Series	Digital Printing	Laser	Piezo Inkjet	Print & Apply	Thermal Inkjet	TTO	Valuejet
Ink Reservoirs	✓									
Ink Cartridges	✓		✓	✓		✓		✓		✓
Makeup Cartridges	✓		✓	✓						
i-Tech Modules			✓							
Extraction Filters					✓					
Ribbons							✓		✓	
Printheads*							✓		✓	
Labels							✓			
Performance Kits**	✓				✓	✓			✓	
Wash**	✓		✓	✓						✓
Wipes <sup>1</sup>							✓	✓	✓	

\*References printhead warranty feature \*\*One kit/bottle per quarter <sup>1</sup>One pack per year

### Conditions

During the term of this agreement, in consideration for the benefits set out above (and in particular the discount received by the customer from the general list price at which consumables and/or spares would have been supplied had this agreement not been in place), the customer will only use Domino supplied consumables and Domino supplied spares for Domino printers. Should the customer choose to use consumables or spares other than those supplied by Domino, it shall pay to Domino an amount equal to the difference between the general list price of the relevant consumables and/or spares (detailed below) and the discounted price under this agreement, for the period during which this agreement has applied. Domino shall be entitled to terminate this agreement in the event of such customer choice, but that termination shall be without prejudice to the amount owed by the customer to Domino for the difference in prices referred to in the preceding sentence.

The general list price of relevant consumables and/or spares will be calculated as part of a subsequent **SafeSupply** quotation and will be explicitly detailed on the final agreement prior to signature.

The printer using the consumables must be used within its normal operating parameters as specified by Domino on the Technical Datasheet. Any associated ink must be operating within the conditions set out on the Ink Product and Technical Datasheets.

**SafeSupply** agreements can be terminated in writing with one month's notice by either the customer or Domino.

### Exclusions

Only consumables shown in the table below are included in the **SafeSupply** agreement. All other items, including air filters, spares and accessories are excluded.

Please contact your local Domino sales channel for the standard terms and conditions of sale.