

Last updated: November 3, 2025

Co-Packing Tolerances & Limitations:

DELAYS

Rootree is not responsible for any delays resulting from events beyond our control, such as:

- Material Shortages
- Statutory Holidays
- Natural Disasters / Extreme Weather Events
- Shipping Delays

FILL WEIGHT

Depending on net weight, product characteristics, and fill level, an overweight tolerance must be factored into product usage. This tolerance may vary and will be determined at Rootree's discretion.

In liquid products, the fill level is verified by weight. If a package is marked with a volume, the customer must supply the corresponding net weight to be used. Any density variations that occur due to temperature, product inconsistencies, or any other factor are not the responsibility of Rootree.

A small quantity of subcomponents may be wasted during setup or changeovers in a production run. This includes boxes, pouches, product, labels, etc.

When meeting the full order quantity is required, it is recommended to supply 10% of additional product for filling-only orders, and 15% extra for blending orders. This is to factor for both overweight tolerance and process waste.

BLENDING

Any ratios provided to Rootree for blending will not be modified. Rootree does not consult or advise on recipe modifications.

Rootree is not responsible for the organoleptic properties of ingredients or finished blends. It is the customer's responsibility to develop a production scale recipe, source ingredients consistent with their own standards, and perform any necessary quality checks.

Rootree is not responsible for mis-labeled ingredients. Ingredients must be labelled consistently with the name provided on the blend sheet. The net weight of the package must be accurate and will be used for blending.

A blend with widely varying densities and/or particle sizes between ingredients may result in separation during processing.

During blending, material degradation is expected to some extent. It is the responsibility of the customer to perform any necessary testing to understand how blending will affect their final product.

Sticky or clumpy powders may not break down during blending, resulting in lumps of product in the final blend. These lumps will be evenly distributed in the finished product.

PRE-MADE POUCHES

A small amount of subcomponents may be wasted during setup or changeovers in a production run. This includes boxes, bags, product, labels, etc.

The position of the printed lot code & 'Best Before' code may shift within a tolerance of 5mm in any direction.

The position of a heat seal may shift within a tolerance of 5mm in any direction. Due to heat application, seals may be subject to curling, wrinkles, or discolouration.

When requesting closed zippers, the customer must be aware that packing pouches on an automated production line may result in some zippers being open, despite our best efforts. Due to upward pressure from the product, some closed zippers may open during transport, especially in large or overfull pouches.

Cases are packed with care; however, units may shift during transport.

VERTICAL FORM FILL SEAL

Due to the nature of any form fill seal process, the setup process and rejected units both result in wasted film. The percentage waste is affected by run size, product characteristics, fill weight, and overweight tolerance. To ensure there are no shortages, it is recommended to supply a 20% overage or 2,000 repeats per SKU, whichever is greater.

Artwork or text outside of the copy safe area may be subject to distortion or discoloration due to seal lines. Film shifts during production may also result in a change of position of the artwork.

Fin seals are subject to an uneven overlap or shift of the seal line within a tolerance of 5mm in any direction.

Due to heat application, seals may be subject to curling, wrinkles, or discolouration.

Hole punches may shift within a tolerance of 5mm in any direction. Hole punches may not be fully punched around the full impression profile. The center of the hole punch will remain attached to the bag at the bottom.

The volume of air in pouches may vary.

The tear slit is located only on one side of pouch.

The repeat of the pouch, or pouch height, may vary within a tolerance of 5mm in registered film, or 10mm in unregistered film.

Shifting in film tracking may result in pouches that have a slight twist or misalignment.

The position of printed lot codes & "Best Before" codes may shift within a tolerance of 5mm in any direction. If a position is not specified, the bottom seal area or an available space in the artwork will be chosen automatically. Codes are printed in black and may be difficult to see on dark backgrounds if no light-colored area is provisioned.

Different product characteristics may result in product getting stuck in the seal line, affecting the aesthetic of the seal.

Cases are packed with care; however, units may shift in transport. When "drop packed" is indicated, units will be non-oriented and may be folded or wrinkled.

RIGID PACKAGING

Supplied packaging must be consistent and undamaged. Misshapen bottles may result in poor label alignment, wasted labels, or rejected bottles.

The position of a label may shift within a tolerance of 5mm. This includes vertical edge alignment of wrap labels.

All labels must be supplied tightly and neatly wound on a 3-inch core, with a non-perforated backing. For wrap-around labels on bottles, Copy Position 4 (left edge leading) For pouch labels, Copy Position 2 (bottom edge leading). Incorrectly supplied labels will not work on our equipment and will require manual application at additional cost and delay.

Depending on label and package characteristics, some labels may be wasted during setup and production rejects. For plastic based labels, it is recommended to supply 10% extra. For paper-based labels, it is recommended to supply 15% extra.

Shrink Bands may warp and wrinkle during the heating process.

Any tamper evident seal will require some setup waste, and production rejects. It is recommended to supply 5% extra.



Due to overweight tolerance and inconsistencies in supplied packaging, the fill level may visually vary between units.

PACKED ITEMS

Rootree accepts no liability for any items packed into supplied packaging. No guarantee is given that the goods are fit for the Customer's purpose and the Customer must satisfy themselves of their fitness for any purpose for which they are intended to be used.

PALLETS

Pallets are wrapped as a standard procedure before they leave our facility, however, Rootree cannot take responsibility for how product arrives to the customer after transport.