First Training Batch Quality Guarantee

Terms and Conditions

Guarantee Provider: Sonic Natural Farming Pty Ltd trading as SONIC Natural Farming
ABN: 41 655 759 863
Version: 1.1
Date: 22 October 2026

1. About the Guarantee

Sonic Natural Farming Pty Ltd (the Supplier) stands behind its established biological fermentation methods and provides a First Training Batch Quality Guarantee as part of its DIY Biofertiliser Production Training Program.

For the purposes of these terms:

- Supplier means Sonic Natural Farming Pty Ltd trading as SONIC Natural Farming.
- Customer means the person or business purchasing the DIY Biofertiliser Production Training Program.
- Operator means the individual nominated by the Customer to undertake training and operate the biofertiliser production system.

The guarantee is designed to provide Customers with confidence during their first training batch, when the Operator receives direct supervision via video during initial batch preparation.

The Supplier provides practical training, dedicated technical guidance and production support throughout all three training batches, helping Operators develop the knowledge and skills required to achieve successful fermentation outcomes.

The quality guarantee applies only to the first training batch and is conditional upon the Customer and Operator reasonably following the Supplier's approved production procedures and training requirements.

2. What the Guarantee Covers

The guarantee applies only to the first production batch undertaken as part of the Supplier's DIY Biofertiliser Production Training Program.

If the first batch unexpectedly fails despite the Customer and Operator reasonably following the Supplier's approved production procedures and meeting the conditions of this guarantee, the Supplier will assist in assessing the problem and determining whether the batch can be corrected.

Where the batch cannot reasonably be corrected and the conditions of the guarantee have been met, the Supplier will provide the replacement Supplier-supplied ingredients and proprietary starter cultures reasonably required to repeat the affected batch, at no additional charge for those materials.

The guarantee does not require the Customer to prove that the Supplier's ingredients, starter cultures or production instructions were defective.

The second and third training batches remain part of the Training Program and receive dedicated technical guidance and support, but their production outcomes are not covered by this voluntary quality guarantee.

3. Conditions of the Guarantee

To qualify for the guarantee, the Customer and Operator must meet the following conditions.

3.1 Approved Starter Cultures

Use proprietary starter cultures supplied or expressly authorised by the Supplier for all training production batches.

3.2 Approved Ingredients

Use Supplier-supplied ingredients or alternative raw ingredients approved by the Supplier before production commences.

3.3 Production Procedures

Reasonably follow the Supplier's prescribed production methods, hygiene requirements, monitoring procedures and storage instructions.

3.4 Production Records and Check-Ins

Maintain the required production records and provide photographs, monitoring information and progress updates as reasonably requested by the Supplier during the training process.

3.5 Reporting Production Concerns

Promptly notify the Supplier of any unusual fermentation activity, suspected contamination or other concerns that may affect the quality of a batch.

3.6 Cooperation

Cooperate reasonably with the Supplier in investigating and addressing any production problems.

4. Fermentation Timeframes

Each production batch is generally expected to ferment for approximately 10 weeks, depending on the type of biofertiliser and prevailing fermentation conditions.

The Customer and Operator are responsible for monitoring each batch and following the Supplier's instructions regarding fermentation progress, completion and decanting.
Where a batch requires additional fermentation time, the Customer or Operator must consult the Supplier and follow the guidance provided.

Significant delays beyond the recommended fermentation timeframe, particularly where a batch has been left unattended or allowed to continue fermenting without consultation, may affect eligibility under the guarantee.
The recommended fermentation timeframe applies to each individual training batch. However, this quality guarantee applies only to the first training batch.

5. Alternative Raw Ingredients

The Supplier recognises the value of using suitable locally sourced raw materials, including fresh fish and seaweed, where practical.

Alternative raw ingredients may be used during training with the Supplier's prior approval.

Where an alternative ingredient has not previously been tested or validated by the Supplier, its fermentation outcome may be less predictable.

In these circumstances, the Supplier will advise the Customer before production commences of any limitations that may apply to the guarantee.

In these circumstances, the Supplier will advise the Customer before the first training batch commences of any limitations that may apply to the guarantee.

The use of Supplier-supplied or expressly authorised proprietary starter cultures remains mandatory.

6. Circumstances Not Covered

The guarantee does not apply to the extent that a batch failure results from:

(a) unauthorised changes to ingredients, starter cultures or production procedures;
(b) failure to reasonably follow the Supplier's production, hygiene or monitoring instructions;
(c) significant delays in completing or decanting a batch without consulting the Supplier;
(d) unsuitable, unclean or improperly maintained fermentation equipment;
(e) improper handling or storage of ingredients or finished biofertilisers; or
(f) contamination or other circumstances outside the Supplier's reasonable control that could reasonably have been avoided by following approved production procedures.

The presence of one of these circumstances does not automatically invalidate a claim. The Supplier will consider whether the circumstance materially contributed to the reported batch failure.

7. Reporting and Assessment of Batch Failures

Where a batch fails or develops a significant production problem, the Customer or Operator must notify the Supplier promptly.

7.1 Making a Guarantee Claim

To make a claim, the Customer or Operator should contact the Supplier through the usual training and support channels, or using the contact details provided at the end of these terms.

The Customer or Operator should identify the affected production batch and provide available production records, photographs, monitoring information and a description of the problem.

7.2 Assessment

The Supplier will review the available information and relevant circumstances in consultation with the Customer or Operator.

Biological fermentation involves natural processes, and the precise cause of a batch failure may not always be identifiable.

The Supplier will assess each reported failure reasonably and in good faith, considering whether approved production procedures were followed and whether the conditions of the guarantee have been met.

7.3 Corrective Action or Replacement

Where corrective action is possible, the Supplier will provide appropriate technical guidance.

Where a batch cannot reasonably be corrected and qualifies under the guarantee, the Supplier will supply the replacement Supplier-supplied ingredients and proprietary starter cultures reasonably required to repeat the affected batch.

8. Replacement Materials and Additional Costs
Where the first training batch qualifies for replacement under this guarantee, the Supplier will supply the proprietary starter cultures and Supplier-supplied ingredients reasonably required to repeat the affected batch at no additional charge for those materials.

The Customer is ordinarily responsible for the freight and delivery costs associated with supplying replacement materials.

The guarantee does not ordinarily cover additional labour, equipment, freight, independently sourced ingredients or other costs incurred by the Customer in repeating the batch.

These limitations apply only to the extent permitted by law. They do not limit any entitlement to reimbursement, compensation or other remedies available under applicable Australian law.

9. Guarantee Period
The First Training Batch Quality Guarantee applies only to the first production batch undertaken under the Supplier's DIY Biofertiliser Production Training Program.

The standard training completion period is 24 months from commencement of the first training batch, unless the Supplier agrees to an extension in writing.

The Supplier continues to provide dedicated training and technical support throughout the three training batches, subject to the Training and Certification Agreement.

The second and third training batches, and any subsequent production batches, are not covered by this voluntary quality guarantee.

Completion or termination of the Training Program does not remove any statutory rights or remedies that the Customer may otherwise have.

10. Australian Consumer Law
This guarantee is provided in addition to any rights and remedies available under applicable Australian law. Nothing in these terms excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded, including applicable guarantees under the Australian Consumer Law.

Where the Australian Consumer Law applies, the Customer may have rights to remedies for goods or services that fail to meet applicable consumer guarantees, regardless of whether the conditions of this voluntary First Training Batch Quality Guarantee have been met.

Any costs, freight arrangements or other limitations stated in this document are subject to those statutory rights.

Australian Consumer Law Notice
The following statement is included for goods supplied to Customers who are entitled to the relevant consumer guarantees:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Supplier also acknowledges that applicable consumer guarantees relating to services cannot be excluded.

Guarantee Provider and Contact Details
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Customers may contact the Supplier using these details to request assistance, submit a guarantee claim or obtain further information.
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