

ACCOUNTABILITY · CLARITY · PROTECTION

If Something Goes Wrong — *Who Owns What?*

Offshore manufacturing does not remove risk. It only works when risk is **identified, documented and assigned** before production starts.

RESPONSIBILITY MATRIX

CLIENT-CONTROLLED ITEMS

Client / Joinery Co.

- Final design approval
- Site measurement
- Installation
- Client & builder communication
- Changes requested after sign-off

PROLINK'S RESPONSIBILITY

ProLink

- Factory suitability review
- Technical clarification & drawing coordination
- Critical point checklist before production
- Production checkpoint monitoring
- Pre-shipment inspection coordination & reporting
- Issue investigation & response coordination

FACTORY'S RESPONSIBILITY

Factory

- Manufacturing to approved drawings & specifications
- Material & finish compliance
- Production & packing quality
- Factory-side defects
- Remake or replacement where factory fault is confirmed

SHIPPING / LOGISTICS RESPONSIBILITY

Shipping & Logistics

Freight & transport providers

- Freight handling & container movement
- Port handling & local transport process
- Transit damage (where covered by freight terms or insurance)

Cargo insurance is recommended on all shipments.

OUTSIDE PROLINK / FACTORY CONTROL

External Delays & Late Changes

Delays, disruptions & late changes

- Port & customs delays
- Extreme weather or shipping disruption
- Government restrictions
- Builder or client late changes after production starts

*ProLink does not promise a risk-free project. Our role is to make risk **visible, controlled and documented** before it becomes a site problem.*

REVIEW THE RISK

Send us the drawings. We'll identify the critical risk points **before production starts.**