



Labotek Plastics Auxiliaries (India) Pvt Ltd

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WARRANTY POLICY

Warranty Conditions

Labotek Plastics Auxiliaries (India) Pvt Ltd is a safe choice for a high quality product developed and produced in India. We have made every effort to deliver a good and well-tested product. Would there contrary to expectations be material or manufacturing defects, you should know following:

36 month warranty:

Labotek Plastics Auxiliaries (India) Pvt Ltd provides a 36 month warranty on defected products, excluding single phase Hopper Loader, they have 24 month. The time period begins when the product leaves the factory.

12 month warranty:

Labotek Plastics Auxiliaries (India) Pvt Ltd provides a 12 month warranty on spare parts, accessories and repaired parts.

The warranty does not cover:

- If the product is not installed in accordance with the manual attached to the product.
- If the customer has used unoriginal parts and the products has not been maintained according to applicable regulations prior to any complaints.
- Wear parts such as filters, contactors, hoses and relays.
- Molecular Sieves if contamination from additives has occurred.

In case of complaint:

The customer must always fill out a "Return-Report" before return to Labotek. The report can be found on our website and must always be completed with product type & serial number (shown on the invoice and the product). Please contact Labotek before repair or replacement begins, to make arrangement about the contract and to concretize the extent of repair

If the repair is made at the customer, Labotek provides new parts for replacement, but does not cover the mounting costs of the customer.

If the repair is carried out at Labotek, the costs for defective parts and mounting costs is covered by Labotek.

All Shipping to Labotek is paid by customer. Shipping to the customer is paid by Labotek.