

Pump repairing policy

- ❖ The material, which you are sending for repairing, should be sent on PAID and DOOR DELIVERY basis only.
- ❖ The material, which is not being sent on DOOR DELIVERY basis will be charged @ Rs. 500/- to 2000/- extra as Service charge for the collection of material, depending upon the size and distance. We shall collect the material only offer getting written request and paid payment confirmation.
- ❖ If material is not being sent on PAID basis and if we may have to make the payment, then apart from the FREIGHT payment, Rs. 1000/- to 2000/- will be charged extra as service charge.
- ❖ These charges are depending upon size, distance and amount
- ❖ You will mention the PRG No. and date on your all correspondence otherwise store department may refuse to receive this material, assuming the unknown sender.
- ❖ You are requested to dispatch the material in such a way that it should be come to our premises maximum within 30 days from the date of PRG No. if it is being delayed due to any reason. New PRG is required to be obtained from our company.
- ❖ You will be replied for the estimate maximum within 3 working days from the date of receipt of your goods. If estimate is not being submitted maximum within 3 working days, then our sales department will give you the reason for the same. Without any reason from our side, if you will not be replied within 3 days time, you are eligible for special discount for the delay of reply from our side.
- ❖ After receipt of the estimate, we expect your final decision either to repair the material to not repair the material maximum within 5 days from the date of estimate. If it is not possible due to same reason at your end, your written request and our confirmation is essential, otherwise material will be booked on COD basis thru any cargo / transport service on TO PAY basis.
- ❖ Unless & otherwise not confirmed, 1% of the product value or Rs. 1000/-, whichever is more, will be charged as estimate, in case it is not being approved for the repairing.
- ❖ In case of event of repairing of the goods, you will arrange necessary payment and provide dispatch detail within stipulated time period otherwise demurrage and interest may be charged as per company policy.
- ❖ After repairing, we will make invoice for the parts required for repairing and debit Note for service charge. Service tax may not be applicable.