

Money Back Guarantee

In the rare case, it may be possible that the selection of the pump can be done on lower side and due to under selection, it does not perform as per the customer's expectation (It takes more time than customer expects). In such case, if pump is not used for more than few hours and condition is up-to-date, we adjust 100% material value to replace another higher model pump.

This does not include special driver i.e. motor, diesel engine and special bought out items, which are not standard items.

We feel that **Money Back Policy** is not an ultimate guarantee and it does not serve real purpose of customer i.e. quality & value for money. However, this guarantee is introduced by PressureJet as a part of commitment.

You will understand very well that no company can be survived by returning 85 to 95 % money back. One should understand very well that the claim under this policy is less than 1% of turn over and less than 0.25% with respect to pump quantity and therefore we have continued this policy since inception i.e. year 1996.

Main objective of this policy is to create a collaborative effort by both parties i.e. supplier and customer. We have experienced in many a case, where customer wants to buy a machine and supplier guarantee for value for money, but customer does not take decision because of lack of experience of such machine and therefore deal does not close. We, at PressureJet strongly feel that "EMPTY BOX OF GUARANTEE" does not satisfy / convince our customers.

TERMS AND CONDITIONS

- 1) This guarantee is applicable for 75 days from the date of dispatch.
- 2) This guarantee is applicable only on items such as bare pump, standard base frame, pressure relief valve, unloader valve, gun, nozzle, standard trolley, strainer, electric motor (PressureJet Make), standard lance, pressure gauge etc. items other than mentioned i.e. rubber hose, electric motor (other than PressureJet Make), starter, non standard trolley, non standard lances, are not covered under this guarantee.
- 3) This guarantee is not applicable, if pump and / or other accessories are found damaged.
- 4) Delivery of goods, at PressureJet, Vatva, Ahmedabad - India plant, is customer's responsibility.
- 5) Committed payment will be made maximum within 7 days from the date of receipt of the goods.
- 6) It is PressureJet's right to decide the amount of goods to be returned. Amount will be decided on full descination of PressureJet. However, the same will not be less than 85% and more than 95%.