



## **OUR TERMS AND CONDITIONS 2023**

**Please read our Terms and Conditions (Points 1-15) carefully before making any product purchase/s and/ or a water plant/s setup or installation from us. Rather know what's covered now to avoid issues later.**

**Here's what we cover in simple terms, please read and sign each page. We want you to understand that there may be extra costs along the way.**

### **1. Call Out Fee**

1.1. There is a call-out fee to be charged every time we must go out to the client, even if the product is new.

1.2. The call-out fee in Johannesburg and Pretoria is R935 ex vat, outside Johannesburg and Pretoria the fuel rate must be calculated as kilo meters x round trip x rate per km) + call-out fee R935 ex vat.

### **2. Client Checking of Goods**

2.1. As Puritech is a wholesaler pushing large volumes daily, we do not open each and every individual packaging/box to assess the state of the product, therefore the onus is on the customer to check their goods before leaving Puritech to avoid missing or defective goods from the manufacturer. If this is not followed and the customer realizes anything missing or defective, the customer will have to foot the courier costs to get replacement or missing parts from Puritech.

### **3. Client Satisfaction Form**

3.1. All clients are required to sign a satisfactory sheet after all technical services, failure will by default, deem the client has been satisfied by the service provided.

### **4. Courier Damage/ Costs, etc**

4.1. Puritech will not be held responsible for any damage to products in transit by customers' couriers.

4.2. We do not cover courier costs for any faulty products needed to be brought back.

4.3. Note Puritech only covers a warranty of products and **not courier fees** involved in getting the product to its warehouse and back to the client.

### **5. Electricity Issue - Load Shedding**

5.1. With the current loading schedule/s of stage 6 up to 12 hours with no electricity, this will affect the operation of your water filtration or purification plant.

5.2. Please make sure that you cater for stable electrical supply eg. fuel generator and or solar power.

5.3. It is also your responsibility to put a surge breaker onto your main Distribution Board (DB) that supplies electricity to your water filtration or purification plant.

5.4. We will not be held liable/ responsible for any water filtration or purification plant/s that may blow up, should you have not followed and catered for our points 2&3 and furthermore all guarantees/warranties offered will cease.

### **6. Faulty Products Repair Time, etc**

6.1. On any product faults, the customer is required to issue Puritech with a valid invoice within the warranty period and book the product in for repairs. The repair period on any product is between 2-14 days, and could be up to 3 months when the parts are not in the country.

6.2. In the event of the customer supplying us with video footage, pictures, or info regarding a faulty product and the technician fails to diagnose what the defective part is, Puritech will inform the client and the technician will come out to the site to assess and diagnose the fault after paying the standard call-out & travel fees. However, if found that there is a new part to be replaced, any further travel costs involved will be met by the client.

6.3. Puritech will not be responsible for courier costs involving the return of faulty parts taken from clients as samples for correct part identification/part purchase purposes.

6.4. If you own a water shop, you should always keep spare parts like solenoid valves, an extra feed pump, extra membrane to avoid downtime as these are likely to fail sooner than other components.

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6.5. For components that fail after being used, they must be sent to us for assessment and fixing and that could take up to 3 weeks. We must find a way to offer a new replacement before establishing the cause of the fault as the same problem could also happen to the new replacement. Therefore, if you are running a business, please note that you are responsible for having some spare parts.

## 7. Onsite Repairs

7.1. Note even if the client brings a new machine in, an invoice number is still required, and if the unit was tampered with, a service fee of R550 ex vat is applicable, as also in the case where items are out of warranty.

## 8. Own Installation/s

8.1. Puritech will not be held responsible for any faults resulting from the client's own installation, your product guarantee becomes void if the product is installed incorrectly.

8.2. Please request a user manual, and/ or electrical wiring diagram to install your product correctly.

8.3. We do not offer technical assistance on your own installations as it is a paid-for service, kindly contact the office for costs. If you take a chance and mess up the product, It cost a lot more to fix. This is the reason that we recommend you use a qualified installer approved by Puritech.

## 9. Puritech Installations and Parts advised to keep on hand

The reason you buy from us is that we are the factory, and we offer the lowest price on every component. Our main business is to supply the resellers and franchises in the water industry. We make water treatment simple to understand. You will notice that our price is sometimes 25% of what you would pay when buying from other companies. Our prices are based on the actual items used on your invoice and therefore extra services or work required are not included in the pricing and will be charged for. This may include driving up and down to the customer for any issues or doing more pipework, etc.

**9.1 Scenario 1:** We charge 3 days installation fee for a simple setup up to 1000LPH RO Machine. While we try to do the job in the available time, It may take extra time and may cost an extra trip / extra days to get your machine running should there be any unforeseen circumstances like load shedding, the site not being ready, manufacturing defects on machines / no water, etc. Should this happen, we require payment before the technicians are dispatched again for the extra days/travel cost. Please budget for this.

**9.2. Scenario 2:** If you are running a business, we suggest that you should keep some spare parts, or at least be prepared to buy some, especially if you are far away from Puritech. Machines are running all the time and could have a breakdown when not maintained, especially when the machine is not sized correctly. The solution to this would be to sign a service contract where you pay a monthly fee for a service that you may or may not use, but we like to keep your costs low for you to make the maximum profit. Therefore, when you have a breakdown, it is advisable to have some common spare parts if you know how to install them and have some experience, Or you can get our Technicians to come out and do the repairs at a cost.

**9.3. Scenario 3:** For the 250lph to 1000lph RO plants, solenoids cost around R 500 and pumps cost around R 2000 to 5000. These are usually damaged if the water quality is bad or if subjected to abnormally strenuous running hours. Lighting and Load Shedding could also damage the electrical equipment and should be insured against this.

## 10. Refund/ Order Cancellation

10.1. Puritech's refund process takes 1-3 days from the day of request.

10.2. As wholesalers, we reserve the right to charge a 10% admin fee on all cancelled paid orders (NB: we kindly ask you (the customer) to check your order choice carefully, before paying to avoid this fee).

## 11. Refund/Replacement

11.1. We do not offer a refund/replacement period on industrial machinery which is not a consumer product.

## 12. Returns

12.1 Whenever you have a problem with our equipment, Please make a video and talk us through it, and explain to us where the problem is so we can help telephonically if possible. Else, the standard return procedure is to be followed.

### 12.2 Return procedure on products under warranty:

Puritech, will, under certain circumstances, accept the return of a product subject to the following return procedure: For unused, undamaged products from the original owner, in original packaging – Within 7 days after receipt of the Product. Our products carry different warranty periods and customers can ask for this info from the Sales agent or a Manager prior to purchasing. While we try to use the best components at reasonable prices on all our machines, we do have occasional failures. Our warranty does cover faulty components, but it does not cover travel. These components need to be sent back to Puritech, booked in and tested at our factory and may take up to 4 weeks to repair. Fortunately, the replacement parts

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are low in price so it may be better for you to buy a new component while waiting for the problem part to be repaired if it can be repaired.

**13. Warranty**

13.1. Membranes, media and filters are consumables and carry **NO WARRANTY**.

13.2. All electrical items for Industrial equipment carry a 6-month warranty.

13.3. Pumps are covered under warranty, but we must assess and pass discretion as they can be damaged by bad water quality and overrunning of machines.

13.4. Note Puritech only covers a **warranty of products** and **not courier fees** involved in getting the product to its warehouse and back to the client.

**14. Warranty on products & return procedure**

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14.3. While we try to use the best components at reasonable prices on all our machines, we do have occasional failures. Our warranty does cover faulty components, but it does not cover travel. These components need to be sent back to Puritech, booked in and tested at our factory and may take up to 4 weeks to repair.

14.4. Fortunately, the replacement parts are low in price so it may be better for you to buy a new component while waiting for the problem part to be repaired if it can be repaired.

**15. Water Analysis**

15.1 The latest water analysis of all water (borehole, dam, river and sea) preferably done in 2023 is crucial to give you the correct solution whether a household, an existing water shop owner or a prospective one, as all water shops are custom designed by this and then the correct solution/ equipment is given to you from here, and note as water quality changes all the time we cannot be held responsible for any equipment failure/s, and if you experience such please retest your water quality and present the results to us so we may work out a way forward for you from here.

15.2. Should you buy any equipment without giving us a water analysis as point 15.1 dictates, a. note now we also cannot be held responsible for any equipment failure/s, b. it is advisable to always have the latest 2023 water analysis available, again as point 15.1 dictates to get the correct equipment.

**BY PURITECH MANAGEMENT**

The client has read, accepted, and understood the above Terms and Conditions

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