

## WARRANTY POLICY

As part of the Gerab Group, we SAMAMAT FLOW CONTROL L.L.C (SAMAMAT/ SAMAMAT VALVES) take pride in ourselves on being one of the best Industrial valve manufacturers. SAMAMAT VALVES manufacturing quality offers to its original customer warranty of 18 months from the date of shipment or 12 months from the date of Installation whichever comes earlier, Warranty is against design, workmanship or material defects for SAMAMAT VALVES.

By installing SAMAMAT VALVES, the Customer acknowledges its acceptance of the terms of this limited warranty in all respects. If for any reason the Customer does not accept the terms of this limited warranty, the Customer should return the SAMAMAT VALVES in its original packaging for a full refund.

This is a parts only warranty. The Customer is responsible for uninstalling and reinstalling the Product. SAMAMAT shall not be responsible nor liable for the cost of field labour or other charges incurred by the Customer in removing and/or reinstalling any Product or part thereof.

To make a warranty claim, the Customer should send contact details to SAMAMAT at the address below. SAMAMAT will contact customer directly and promptly. If the issue can't be resolved by email or phone discussions, then SAMAMAT will decide whether we need to get the product back for testing. SAMAMAT may instruct the Customer to send the Product to their point of sale.

The Customer shall bear the freight cost to return the Product to the point of sale. SAMAMAT or its authorized agent shall bear the freight cost to ship the Product back to SAMAMAT for testing. SAMAMAT shall fairly evaluate any warranty claim. SAMAMAT stands behind its products 100% and will replace any faulty product due to manufacturing or material faults, within the warranty period. If for any reason SAMAMAT does not wish to replace the Product, it shall refund the Purchase Price. SAMAMAT's liability shall not exceed the purchase price of the Product.

Under no circumstance will SAMAMAT be liable for direct, indirect, incidental, special or consequential losses, costs or damages, including dismantling and re-installation costs, damage to other property and equipment.

This warranty is void in any of the following circumstances: (a) The Product has been misused, mishandled, neglected or abused. (b) The Product is not suitable for the Customer's application. (c) The



Samamat Flowcontrol L.L.C.  
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Product has been improperly installed, operated, repaired, serviced or maintained. (d) The Product has been damaged other than by reason of a Product defect. (e) The Product has been modified. (f) The Product has been connected to other equipment with which it is not compatible. (g) The Product has been used outside its stated specifications, and operating parameters, including specifications and operating parameters relating to capacity, temperature and pressure. (h) The Product has been used for purposes other than for which it was designed. This warranty does not cover damage caused by freezing. It is the responsibility of the customer to please ensure that the product is truly defective under the warranty terms. The Customer should follow the standard trouble shooting procedures, Refer Installation & Operational Manual (IOM). If necessary, contact SAMAMAT for technical support. This warranty applies to SAMAMAT VALVES only. It does not apply to ancillary equipment over which SAMAMAT has no control.

SAMAMAT VALVES are capable of being used in many different types of applications and operating environments. Therefore, proper selection of a specific Product for a specific application and operating environment, and its compatibility with other equipment to which it is attached, is the Customer's responsibility. The Customer must assume the ultimate responsibility for the proper sizing, selection, compatibility, installation and operation of SAMAMAT VALVES. SAMAMAT does not warrant the performance of SAMAMAT VALVES or their suitability for a particular purpose. It is the Customer's responsibility to determine the suitability of SAMAMAT VALVES for the Customer's use.

The Customer is responsible for installing the Product in accordance with SAMAMAT's installation instructions and applicable local codes, ordinances and good trade practices. SAMAMAT accepts no liability for damages resulting from faulty installation. SAMAMAT accepts no liability for direct, indirect, incidental, special, or consequential damages resulting from the Customer's failure to follow SAMAMAT's warnings, installation instructions and procedures or such other procedures generally applicable to products of the same type. The foregoing limitation extends to damages to person or property as well as the cost of alternative arrangements and the cost of trades people. SAMAMAT reserves the right to change or improve its Products or any component thereof without being obligated to provide such a change or improvement for Products sold and/or shipped prior to such change or improvement.

No warranties or representations at any time made by any representative of SAMAMAT VALVES shall vary or expand the provisions hereof. Notwithstanding the foregoing, this warranty, being a generic warranty covering all SAMAMAT VALVES, shall not apply in circumstances where SAMAMAT or its authorized SAMAMAT reseller gives a specific warranty for a specific SAMAMAT VALVES. This is an express warranty.



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SAMAMAT disclaims any other express or implied warranties, including warranties of merchantability or fitness for purpose, to the maximum extent permitted by law.

In case of any jurisdiction in which one or more clauses in this warranty are unenforceable, this warranty shall be deemed modified, and the offending clauses amended or removed, but only to the extent necessary to bring this warranty into conformity with the laws in such jurisdiction. The invalidity of any clause in this warranty shall not affect the validity of any other clause.

With our policy of continuing product design and development, specifications, code numbers and items are subject to change without notice. The products in our website are protected by intellectual property rights including patents, registered designs and trademarks owned by SAMAMAT FLOW CONTROL L.L.C.

SAMAMAT and its trademarks belong to SAMAMAT FLOW CONTROL L.L.C.

SAMAMAT Contact Details:

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