

FLOWTIDE TRADING 128cc t/a GREE CAPE TOWN

Co Reg No: 2009 / 22244 / 23



Choose your atmosphere

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GREE Warranty Policy [Applicable 1/12/04]

GOODS RECEIVED DAMAGED OR DEAD ON ARRIVAL (DOA)

Each DOA incident is to be reported to the Regional Sales Manager. Technical solutions and related costs will be discussed and confirmed in writing prior to implementation.

STANDARD FIVE YEAR WARRANTY

GREE air conditioning products are warranted for five year from date of installation. Any material or part(s) found defective during this period will be replaced free of charge, subject to the following terms being complied with:

1. The unit was supplied by Flowtide Trading 128cc, and installed within 6 months of date of invoice.
2. The installation was performed according to;
 - a) The manufacturer's instructions supplied with the unit,
 - b) Any special instructions or guidelines supplied by Flowtide Trading 128cc Product Support Section,
 - c) National industry standards as required by the Centre of Trade Testing [COTT],
3. Product application was within design criteria and operated normally by the user.
4. Flowtide Trading 128cc warranty claim procedure' was adhered to (see below).

CONDITIONS

1. Points 1 to 4 of Standard Warranty above have been adhered to.
2. The installation was carried out or commissioned by a person trained and certified.
3. A maintenance contract exists between the user and the regional Gree (Flowtide) dealer, and has been complied with in terms of service intervals and scope of work.

WARRANTY COSTS

- Flowtide Trading 128cc:
 - a) Providing a replacement component in lieu of the faulty one.
- Flowtide Trading 128cc is not responsible for:
 - a) Labour or travel costs to remove or replace failed components,
 - b) Failure of components due to causes beyond its reasonable control [incorrect application or operation of the product, acts of God, etc].
 - c) The cost of transporting the failed component back to their Regional Parts Office.
 - d) Consequential damage or loss of whatever kind, due to the product's failure to function.

CLAIM PROCEDURE

1. The appointed dealer faxes an order and a completed 'Warranty Claim Form' to the appropriate Regional Parts Sales Person, who will source replacement components.
2. Claim forms are checked for data coherence, and replacement component(s) released free of charge.
3. The dealer returns the faulty component(s)