



## WARRANTY & RETURNS POLICY

We pride ourselves on the quality of our products and we recognise that the catering equipment industry requires high-quality, durable products at the best available value. In order to achieve this, we invest heavily in research and development, quality control and in individual product testing prior to despatch. This policy prevents defective products from being despatched to our customers and means that we have no need to carry the overhead of service engineers nor add engineer costs to our products.

### **PRODUCT WARRANTIES**

#### AquaJet Pre-Rinse Sprays.

The warranty on AquaJet Pre-Rinse Sprays is for one (1) year from date of despatch. Each product is date coded for control procedures. The warranty is for parts only, against manufacturing defect or workmanship. No inclusion is made for labour or site attendance.

#### Dormont Gas Hoses.

The warranty for Dormont Gas hoses is:

Unbraided Gas Hoses    model: NPVF    1 year, from date of despatch

Braided Gas Hoses        model: BPQ    1 Year, from date of despatch



A **Limited Lifetime Warranty** is available on **braided** hoses, when used in conjunction with Dormont's Safety System™ accessories, meaning the addition of two Swivel Max™, one Safety Quik™ and one coiled restrainer. We support that the hose will be free from defects in material and workmanship causing gas leakage during the *life* of the equipment to which the gas hose is originally connected or installed.

The warranty is for parts only, against manufacturing defect or workmanship. No inclusion is made for labour or site attendance.

#### Mo-EI Insect Killers.

All Mo-EI flying insect killers in the professional line carry a manufacturer's warranty for up to three (3) years except for lamps, which must be replaced every year. Warranty is for parts only, against manufacturing defect or workmanship. No inclusion is made for labour or site attendance.

#### Delabie.

Delabie products carry a ten-year guarantee against any manufacturing defect for the catering range of products; three-year guarantee for electronic sanitary fittings. Warranty is for parts only, against manufacturing defect or workmanship. No inclusion is made for labour or site attendance.

#### Standard Mechline Warranty.

All other products carry a warranty of twelve (12) months against manufacturing defect or workmanship on parts. No inclusion is made for labour or site attendance.

### **MECHLINE RETURNS POLICY**

If you have product that you feel is faulty, please ring our Technical Department for a Returns Number (RN no.) giving us all details, in order for us to log your concern with the item(s) being returned.

We will ask you for a Purchase Order for any replacement parts. [This ensures that the end-user / site client has usable product.] The replacement parts are then charged to your account. Once the parts / products in question are received, an investigation is carried out to determine the fault. Costs for returning goods are at the customer's expense.

A report is then issued giving you the findings. If no fault is found, we will report accordingly and ask if you want the item returned. If the fault is found to be a manufacturing defect, a Credit will be issued subject to our standard warranty policies.

**On goods returned that were ordered in error, there is a 10% restocking charge.**