

Terms and Conditions of Sale

1. PURCHASES

We request that orders be made in writing using product code numbers and descriptions as published in our price list. This will minimise the possibilities of errors.

2. DELIVERY

Delivery time will be 14 days from receipt of orders in the case of material available ex-stock. Where items are out of stock, we will specify supply date immediately upon receipt of order. Supply date is the date material leaves our warehouse as we cannot be held responsible for changes in shipping schedules or shipping delays.

3. PAYMENT

Irrevocable Letter of Credit, with partial shipment allowed or payment in advance by telegraphic transfer unless credit arrangements have been approved. Orders below £3,500.00 (ex-Sydney, Australia or ex-Kuala Lumpur, Malaysia) will be accepted only on a prepayment basis unless credit arrangements have been approved.

4. MINIMUM ORDER

There is a minimum order of £3,500.00 for sales from either Waterco Limited (ex-Sydney, Australia) or sales from Waterco (Far East) Sdn. Bhd. (ex-Kuala Lumpur, Malaysia). Handling charge of £150.00 applies for orders below £3,500.00 however, this minimum order amount will not apply to sample orders, or depending on agreement, for a distributor start-up situation. Minimum order value for Waterco Europe is £20.00 (excluding taxes) or a surcharge of £12.00 will apply.

5. PRICES

Prices are inclusive of standard packing ex-warehouse and in £. Waterco Europe Ltd reserves the right to change the price without prior notice.

6. WARRANTY

All Waterco Europe Ltd products are manufactured using the finest quality materials available and are subjected to the most stringent quality and performance tests. Our products are warranted from date of purchase, as follows:- (for residential pools)

Labour	1 year warranty on all products
Pumps	3 years pump housing. 2 years motor and pump components and 1 year mechanical seal. For sea water/aquarium applications, 6 months if the pump is fitted with a silicone carbide mechanical salt water seal.
Domestic Filters	
Micron (Tank Only)	10 years
Components	1 year
Thermoplastic Filter (Tank Only)	10 years (5 years full + 5 years pro rata warranty)
Components	1 year
Trimline Cartridge Filter (Tank Only)	10 years
DE Filters	5 years (3 + 2 conditional tank warranty)
Components	1 year
Accessories	1 year, excluding light bulbs
Commercial Filament Wound Filters	5 years (1 year full + 4 years pro rata warranty)
Lacron Sand Filters	5 years (1 year full + 4 years pro rata warranty)
Heat Pumps	10 years years Heat Exchanger, 3 years compressor, 1 year all other parts

This warranty does not cover any failure in service caused by improper installation, or improper operation as a result of non-compliance with the maintenance and installation manual. Nor is any failure as a result of fire, wreckage, freezing, willful abuse, improper repackaging or damage incurred in transportation. Warranty will also not cover consequential damage resulting from any failure in service. Faulty parts will be replaced free of charge, after inspection by our Quality Control Department.

7. ORDERS

The customer shall, within fourteen (14) days upon receipt of a completed order, report to Waterco Europe Ltd in writing, all incorrect deliveries. Deliveries shall be assumed to be correct and no adjustment shall be made unless such notice is provided to Waterco Europe Ltd within fourteen (14) days of the date of receipt of the goods.

8. OWNERSHIP OF GOODS

Ownership of the goods in all cases shall be retained by Waterco Europe Ltd until payment is made for such goods and for all goods supplied by Waterco Europe Ltd to the customer and such payment is received in full. In the event that the customer fails to make payment within the due time stipulated by Waterco Europe Ltd, Waterco Europe Ltd shall have the right to enter upon the premises of the customer and to regain possession of the said goods. In the event that such goods are sold by the customer prior to payment thereof, or if they shall become constituents of other goods, then the proceeds of sale thereof shall be the property of Waterco Europe Ltd.

9. DISPUTES

Any dispute must be received in writing by Waterco Europe Ltd within 14 days of receipt of goods.