

AFTER - SALES SERVICE - INDIA

1. Procedure generally

Watertec India supports the customer and solves simple cases of problems by telephone. According to this, Watertec India decides under adherence to the recognized guarantee-regulations about the further procedure. Watertec India collects defective products (faucets, urinals etc.) and parts which were exchanged in warranty.

Overview of possible customer returns

CUSTOMER RETURNS	WARRANTY	NO WARRANTY
Used component	Exchange or repair of a component without invoice	Exchange or repair of a component with invoice (offer)
Used faucet complete	Repair without invoice (exchange of the component, quality inspection and return of the used faucet)	Repair with invoice (offer of the repair, quality inspection and return of the used faucet)
Return of stock (new products)	Return only after previous agreement	Return only after previous agreement

For each case of customer-service a service-report, supplied by Aquis, is filled out and returned with the complaint products back to Aquis periodical. Watertec India cares for the completeness of the spare-parts and exchange-faucets in stock.

2. Spare-parts and exchange-faucets-stocks

Watertec India will be holding the stocks of spare-parts and exchange-faucets on the status of the first equipment. Supplied spare-parts, repaired armatures and new exchange-faucets are billed, if they don't confirm to the regulations of the free-replacement.

3. Repairs by Watertec India

If possible each case of customer-service will be handled and completed in the site. Exchanged parts are replaced in accordance with the enclosed service-form. For Repairs outside of the valid terms of warranty the spare parts and the work expended are billed.

4. Exchanged spare-parts

Exchanged spare-parts are collected by Watertec India and marked for a later identification. These are generally returned to Watertec India for examination. Watertec India checks the returned goods according to the enclosed service-form and repairs or exchanges the products. If necessary the spare-parts and work expended are billed.

Documentations, parts-catalogs, training courses

Forms are supplied by Watertec India. Each case of customer-service has to be documented with a separate service-report. Parts that are in connection with a service-report have to be marked well. Technical supports and other information's are made available free of charge by Watertec India. Training courses are intended and held after previous arrangement.