

Shore Auto Rubber Exports Pvt. Ltd. (100% EOU)

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17th April 2015

WARRANTY POLICY OFFERED TO OUR CUSTOMERS

Dear Sir/ Madam,

The parts supplied by us as per your design/specifications, shall be defect free due to material, process deficiencies and workmanship.

In the event of warrant failure reported by the end user on the parts sourced from us, you will intimate the failures with necessary details (Hose Details for Traceability, Failure Hour, nature of failure with photos, etc). We will respond to you within 7 (seven) working days of communication. Any additional clarification sought, or request for failed part, shall be provided by you for analysis purpose. The information shared shall be assumed as agreeable to our organization, incase no clarification is sought during this period. If the hose was not used in the intended way (as per drawing/specification), or in other words misused, we will communicate the same to you, and that will waive our responsibility under this warranty policy. Otherwise, we will analyze, identify potential root cause, implement corrective & preventive actions to prevent recurrences of such failures, and provide continuous improvement within a time span of one month.

As per our practice, we will replace free of charge, the defective pieces placed under warranty, including waiver of the transportation cost to replace the parts to your place of work.

In case of gaps in understanding of field failures, mutual settlement can be done.

In the case of insufficient data being provided by the customer to us, we reserve the right to take the final decision based on the fact that the hoses could have been misused. We expect your co-operation for the same.

No claims will be accepted after a period of two years from the date of supply.

Thank You,

Sd/-

Kishore Keswani
Managing Director