

GOULDS PUMPS WARRANTY POLICY



Benny's is pleased to offer 3 months warranty from the date of purchase on all Gould Pumps models.

The original invoice/receipt must be made available at the time of reporting any warranty issues. Serial number of the unit must also be reported and must match invoice.

All warranty issues must be reported via email or in person to Benny's. A \$25 refundable deposit, within Belize City, and \$100 for San Pedro, Caye Caulker and all districts, is required prior to a technician visiting the customer's location.

This warranty covers parts and labor for all warranty issues in Belize City. All other warranty issues, outside of Belize City, will include a service charge of \$1.13 per kilometer for total travel distance.

In the event the technician confirms a legitimate warranty issue, the initial deposit will be fully refunded. Note that the travel allowance will not be refunded.

This warranty will repair and replace any failed components that are directly attributable to any defect in parts or workmanship within the 3 month period. Repairs needed due to faulty installation, inadequate plumbing or electrical connection, poor water quality, or inadequate electricity are not covered.

In the event that the technician confirms a non-warrantable issue, an estimate or report will be provided prior to any works being carried out. The estimate must be paid in full prior to service.

Note this warranty does not cover electrical issues such as but not limited to a burnt part or component due to electrical company via low voltage, high voltage, and /or black outs, nor does it cover normal wear or misapplication. It is recommended that all units be installed by a qualified and license technician. It is also recommended to follow all procedures as outlined in the Installation, Operation and Maintenance manual for all pumps.

This is an extract of the terms and conditions of sales of Benny's Enterprises Limited.

Warranty Desk
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 **GOULDS**
WATER TECHNOLOGY
a xylem brand