



VÁLVULAS ZUBI S.L.

C/Auzolan, 2ºB-bajo, 20303, Irun (Guipúzcoa-Spain)

TEL: (+34) 943 63 52 71 FAX: (+34) 943 63 51 93

zubi@valvulaszubi.com www.valvulaszubi.com

TERMS&CONDITIONS OF SALE

Validity of Quotations

Quotations by Válvulas Zubi S.L. are valid for 30 days due to fluctuations in material costs and exchange rates.

Delivery time and conditions

Delivery times indicated by Válvulas Zubi S.L. have estimated characters. Zubi does not accept penalties due to late deliveries unless otherwise is stated in the offer or in a bilateral agreement between Válvulas Zubi S.L. and purchasing party.

Any defect or failure of products should be reported to Válvulas Zubi S.L. within 3 working days of receipt of the goods. In case of distributors, special procedures stated in the agreement will be followed.

Order cancellation

Válvulas Zubi S.L. accepts cancellations within 5 working days after the offer is issued. Requests after this period may be considered, however, Válvulas Zubi S.L. reserves its right to reject these requests.

The order of the special products cannot be cancelled.

In any case, Válvulas Zubi S.L. reserves its right to charge for any material purchased or work completed until the date of cancellation.

Return of the goods

No return of goods will be accepted without Válvulas Zubi S.L.'s approval. All goods that returned must be in an, as new condition, with original packaging, only then they may be credited less a re-stocking charge, assessed on reason for return.

Special products cannot be returned unless otherwise is stated by a prior agreement.

Válvulas Zubi S.L. does not guarantee total refund in case of return acceptance.

Warranty

The goods provided are under warranty of 18 months from delivery or 1 year after installation, only in case of factory production defects. Valves are not under warranty in case of defects caused by fluid wearing, incorrect handling, incorrect installation or manipulation.

Payment

The details of payment can be found on order confirmation. All the payments must be done according to the agreement between Válvulas Zubi S.L. and purchasing parties. Bank details can be found on invoice.

Certification & Responsibility.

Válvulas Zubi S.L. is a certified company in ISO 9001: 2015.

Válvulas Zubi S.L. can issue certificates of conformity of its products, either by itself or through the intervention of a third party.

The certificates issued will be used by the client with due diligence and for the intended use.

Válvulas Zubi S.L. is not responsible for certificates not issued and signed by the General Manager of our company.

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Privacy & Data Protection

We hold your Company information within our systems to enable us to trade with you, this could include: *Company Name, Company Address (including site locations or alternate delivery addresses), Company Contacts (buyers/sales/accounts/management etc.), Various telephone numbers and fax numbers as supplied by yourselves, Various e-mail addresses as supplied by yourselves, VAT number, Bank account details*

Information pertaining to your Company, as well as our own data is backed up daily for security and loss prevention measures - these back-ups can only be accessed by our company directors.

Your basic details are kept for a minimum of 3 years as dictated by the current law, after which it is securely shredded and/or deleted. We use data relating to your business to facilitate trading with you and your Company and for general correspondence and will never pass on or sell this information without your express permission.

Should you wish to change/remove the data we currently keep – please contact us directly.