

Global Water Solutions Terms and Conditions

Contractor Compliance

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Global Water Solutions

guarantees its products for the price of the products only. If a product does not perform to a suitable standard installation costs, changes to existing infrastructure and all other associated costs are not covered in this guarantee.

Global Water Solutions does not

guarantee time frames for completion of works. Any lost profits caused by delays or costs due to loss of plants/ gardens etc. are not the responsibility of the company.

Global Water Solutions makes recommendations when evaluating water analysis results. The company takes no responsibility for damage or loss that comes from misleading or incorrect results except in the case that GWS lab is the test result provider.

Global Water Solutions can only

make recommendations on the current waters state. Water sources of all varieties are subject to change, more than often seasonal variations occur especially in ground water supplies.

While taking all precautions to suitably over engineer products GWS takes no responsibilities for loss, damage or extra cost for rectifications of systems due to this unforeseen event. In the event that new parts/ systems may need to be installed or extra maintenance may be required because of any changes in source water quality GWS can undertake the works at normal pricing. GWS does not guarantee that all water can be suitably treated, GWS has the right to refuse to undertake a job at any time and any deposits etc. will be returned in full to the customer.

Global Water Solutions takes no responsibility for changes in water supply. For example if a ground water supply slows down or stops etc. Global Water Solutions cannot be held responsible in any way for additional costs, loss or damage even if Global Water Solutions was the provider of the water system. Non availability of water from nature etc. is a possibility and is not the responsibility of the company.

Owning a water supply or treatment product or system is responsibility

that should be taken seriously when purchasing. There is a degree of responsibility which lies with the owner of these systems. Maintenance may be required, to ensure correct operation of a system and if not carried out, may result in damage to equipment or reduced quality of product water. An owner may be required to carry out some maintenance or problem diagnosing procedures while being instructed by Global Water Solutions or observe the operation of a system in order to shut down the system to avert possible damage. Global Water Solutions takes no responsibility for damage to equipment or damage caused by reduced product water quality when the causing factor is uncompleted maintenance, unforeseen or external circumstances. If an owner is unable to carry out instructed maintenance procedures a Global Water Solutions technician service call may be required at the owners cost.

When a proposal is put forward or project undertaken by Global Water Solutions, it does not guarantee the successful outcome of the works beyond the price of the equipment. For example: if alterations to a property are undertaken under the assumption that a water supply will be available on completion of the project and for any reason the project cannot be completed, Global Water Solutions does not take responsibility for any cost or loss from this exercise, other than a complete refund for the Global Water products.

If an installation is proposed by Global Water Solutions, it is proposed assuming, that all information supplied to Global Water Solutions was correct at the time, as per original advice and agreement.. For example: if underground pipes are not located in the area promised and it creates more undue extra work, GWS reserves the right to make adjustments to the original agreement and the changes will be reflected in the overall price of the works. Unfortunately, sometimes these problems can occur. Thorough planning is encouraged on the client's part, to ensure accuracy and to avoid extra cost.

All equipment remains the property of GWS until all agreed amounts are paid in full. Global Water Solutions reserves the right to remove and take back into possession, any products that may still have monies owing, after the agreed date of final payment.

All GWS products are covered by a 12 month Warranty unless otherwise stated. This warranty is void by damage, incorrect use or improper installation. This warranty covers all parts of the system, labour and travel will be charged separate.

Unless clearly stated, GWS does not guarantee that product waters are fit for human contact or consumption. Not all products are designed to produce this quality of water, some may be designed to only produce water of an irrigation standard or less.

GWS does not make claim that a water treatment product or system will successfully treat all problems/ issues related to a water source. Some systems are designed to fix a specific problem and will not contribute to fixing other issues, so it cannot be assumed that once a GWS product is installed that all water issues will be treated. For Example an Iron Removal System is designed to remove Iron/ Manganese/ Hardness and will not contribute to removing any salt, odours etc.

GWS does not take responsibility for damage that occurs to equipment or damage resulting from decreased product water quality when:

- Installation Guidelines are not adhered to.
- An approved installer is not used.
- Maintenance is not carried out.
- The product has been used for an incorrect purpose.
- Operating conditions change beyond the initial design parameters.
- The product is damaged in some way by anyone other than a GWS contractor or approved installer.

GWS 12 months warranty applies to all our products.

In order to make a warranty claim, the customer should contact GWS and in reasonable time, the company will investigate the problem. If a problem has required a technician's service call a service charge will apply. Except in an agreed commercial circumstance GWS accepts no liability for lost earnings during down time as a result of a system failure. GWS gives time frames for durability of products and replacement periods for consumable products as a guide only. The company cannot guarantee that consumables will last as long as stated, due to many unforeseen circumstances. Our commitment to our client's, is to treat all warranty concerns as high priority. We will attend to any warranty issue promptly, and find the best solution as quickly as possible. 100 % customer satisfaction is our aim.

If an official order is cancelled within 48 hrs of placement, no restocking fee will apply. In all other cases a restocking fee will apply, this fee could be between 5%-100% depending upon the specialised nature of the components or system.

Technician Charges, all technician service calls will

be charged out at \$110.00 / hr including GST.
(minimum service call is 2 hours)

Water Testing Charges, any water testing is subject to charge unless otherwise stated. If an order is placed with GWS for equipment the water testing charge will be retracted, in all other cases it will be billed to the customer.

This is an official company policy document, and is binding. Please consider our terms and conditions at the time of sale, as we are flexible in contractual arrangements. If there is something you are not sure about, or would like to clarify any points contained within this policy, please contact us to discuss further. Regards, Josh McEwan, Company Director, Global Water Solutions Pty.Ltd.