



# WARRANTIES TERMS & CONDITIONS



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1. MIPAQ reserves the right to supply its products & services.
2. In all cases where delivery is by carrier, the carrier shall be deemed to be the customer's agent and delivery to such carrier shall be deemed to be delivery to the customer.
  1. Unless instructed in writing, all goods transported are insured and the cost charged to the customer.
  2. Should any item be missing from a delivered consignment, MIPAQ must be informed in writing within 48 hours.
3. All goods remain the sole and absolute property of MIPAQ until full payment has been received by MIPAQ in respect of any such goods supplied to the customer.
  1. The signature on the delivery note/invoice/waybill shall be deemed that of the bona fide representative of the customer and cannot be contested.
4. Since all products are imported and subject to fluctuating currency exchange rates and import duties, all prices are neither fixed nor binding on MIPAQ. They may be subject to change with immediate notice.
  1. All prices quoted are exclusive of V.A.T., Installation & any transport cost.
  2. All pricing is subject to availability.
  3. Where pricing has changed no backorder will be supplied at the old price.
5. Any goods returned must comply with the following:
  1. Goods will only be accepted for Credit if returned within 7 days of receipt of the item(s).
  2. Goods returned after 7 days will be subject to a 10% handling fee.
  3. All goods returned must be in their original supplied condition.  
Goods that have been used, marked or labelled will not be accepted for return.
  4. All goods returned must be in their original packaging and must include any manuals or spares supplied.
  5. Shipping costs for goods returned are for the account of the customer.
  6. No Goods will be accepted if returned after 30 Days.
6. MIPAQ is not responsible for any damage, injury or risk resulting from the use of its products.
7. No amendment and/or alteration and/or variation and/or deletion and/or addition and/or cancellation of these terms and conditions, whether consensual or unilateral and bilateral shall be of any force and effect unless reduced to writing and signed by MIPAQ.



## 1. Heatsealing, L-Sealing & Enterpack Machines

- 1.1 All heatsealing, L-sealing, & Enterpack machines carry a manufacturer's warranty of 3 months on "defectively manufactured parts".
- 1.2 MIPAQ reserves the right to inspect the machine before upholding any warranty.
- 1.3 MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
- 1.4 Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
- 1.5 Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
- 1.6 The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
  - \* Element wires
  - \* Element track & connection parts
  - \* Teflon material
  - \* Silicon press strips
  - \* Springs
  - \* Perforator components, foam or rubber rollers
  - \* Fuses
- 1.7 An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 2. Strapping Tools, Semi & Automatic Strapping Machines

- 2.1 All strapping tools, semi & automatic Strapping machines carry a manufacturer's warranty of 3 months on "defectively manufactured parts".
- 2.2 MIPAQ reserves the right to inspect the machine before upholding any warranty.
  2. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
  3. Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
  4. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
  5. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
    - \* Springs
    - \* Cutting blades
    - \* Round belts
    - \* Fuses
  6. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 3. Carton Taping Machines

- 3.1 All carton taping machines carry a manufacturer's warranty of 3 months on "defectively manufactured parts".
  2. MIPAQ reserves the right to inspect the machine before upholding any warranty.
  3. Any repair or MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
  4. replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
  5. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
  6. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
    - \* Springs
    - \* Cutting blades
    - \* Brushes
    - \* Rubber rollers
  7. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

#### 4. Carton Taping, Desktop Taping & Palletwrap Dispensers

- 4.1 All carton taping, desktop taping & palletwrap dispensers carry a manufacturer's warranty of 14 days on "defectively manufactured parts".
2. MIPAQ reserves the right to inspect the machine before upholding any warranty.
  3. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
  4. Any repair or replacement machine will carry a 14 day warranty from the date that the customer receives the machine.
  5. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
  6. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
    - \* Springs
    - \* Cutting blades
    - \* Rubber rollers
  7. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

#### 5. Shrink Tunnel Machines

- 5.1 All shrink tunnel machines carry a manufacturer's warranty of 3 months on "defectively manufactured parts".
2. MIPAQ reserves the right to inspect the machine before upholding any warranty.
  3. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
  4. Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
  5. Should the customer/user be found to have installed the machine incorrectly, caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
  6. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
    - \* Entry & exit curtains
    - \* Silicon sleeves for conveyor rods
  7. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

#### 6. Combination Shrink Machines

- 6.1 All combination shrink machines carry a manufacturer's warranty of 3 months on "defectively manufactured parts".
2. MIPAQ reserves the right to inspect the machine before upholding any warranty.
  3. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
  4. Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
  5. Should the customer/user be found to have installed the machine incorrectly, caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
  6. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
    - \* Element wires
    - \* Element track & connection parts
    - \* Teflon material
    - \* Silicon press strips
    - \* Springs
    - \* Perforator components, foam or rubber rollers
    - \* Fuses
  7. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 7. Tagging Guns

7.1 All tagging guns carry a manufacturer's warranty of 14 days on "defectively manufactured parts".

7. MIPAQ reserves the right to inspect the machine before upholding any warranty.
8. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
9. Any repair or replacement machine will carry a 14 day warranty from the date that the customer receives the machine.
10. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
11. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
  - \* Springs
  - \* Cutting blades
  - \* Needles
  - \* Needle locks
12. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 8. Textile Cleaning Guns

8.1 All textile cleaning guns carry a manufacturer's warranty of 3 months on "defectively manufactured parts".

7. MIPAQ reserves the right to inspect the machine before upholding any warranty.
8. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
9. Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
10. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
11. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
  - \* Springs
12. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 9. Stapling Equipment

9.1 All stapling equipment carry a manufacturer's warranty of 3 months on "defectively manufactured parts".

7. MIPAQ reserves the right to inspect the machine before upholding any warranty.
8. MIPAQ also reserves the right to repair or replace any defective machine at its discretion.
9. Any repair or replacement machine will carry a 3 month warranty from the date that the customer receives the machine.
10. Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.
11. The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
  - \* Springs
12. An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 10. Price Marking & Labelling Guns

10.1 All price marking & labelling guns carry a manufacturer's warranty of 3 months on "defectively manufactured parts".

10.2 MIPAQ reserves the right to inspect the machine before upholding any warranty.

10.3 MIPAQ also reserves the right to repair or replace any defective machine at its discretion.

10.4 Any repair or replacement machine will carry a 3 months warranty from the date that the customer receives the machine.

10.5 Should the customer/user be found to have caused damage to the machine for any reason, tampered with the machine, modified or used the incorrect consumable on, in or with the machine the warranty will be deemed null & void. Any repair thereafter will be at the customer's expense.

7. 10.6 The following items are considered as normal 'wear & tear' consumables and are not covered by any warranty:
- \* Springs
  - \* Ink rollers
- 10.7 An original proof of purchase is required to exercise a warranty claim.  
MIPAQ cannot exercise any claim without the original proof of purchase document.

## 11. Consumables

- 11.1 All consumables are warranted as being free of defect.
- 11.2 MIPAQ reserves the right to inspect the consumable before replacing or crediting the customer.
- 11.3 MIPAQ at its discretion will only replace or credit the portion of the consumable that is defective.
- 11.4 Where the customer has been negligent, not used the consumable in the prescribed manner or stored the consumable in an inappropriate environment that causes the consumable to become defective then there shall be no claim upon MIPAQ.
- 11.5 The following is a list (but not limited to) of consumables stocked by MIPAQ:
- \* All plastic bags, tubing, centrefold, stretch, Food & pallet wrapping films
  - \* All VECTOR film
  - \* All mini grip & resealable bags
  - \* All tapes, strapping, strapping seals, buckles, cartons, staples
  - \* All ENTERPACK trays & films
  - \* All tag pins secure-ties & loop locks
  - \* All labels
  - \* All inks, ink rollers & ink pads
  - \* All TwistTie Products
  - \* All dust masks
  - \* All 'wear & tear' parts
  - \* Lubricants & oils

