

## DURATAP PTMT WARRANTY POLICY

1. If any customer faces any issue with the PTMT products, he should approach the Retailer with the faulty product. (Note – onsite service is not applicable for PTMT Products).
2. Retailer must check and confirm if the product is defective and once confirmed, that product to be replaced with new product to the customer. (Note- Repair, Installation, Re-installation, Plumber Cost is not part of the Warranty).
3. Retailer must send the defective products to the distributor and distributor will replace it with new product to the retailer. Distributor will raise a complaint in system for each defective product. Distributor will send the consolidated defective pieces to respective plant or depot every quarter where the billing occurred, with proper packing, invoices, documentation, and prior notification to all involved parties.
4. Company to issue CN to the distributor against the defective product.
5. Any issue reported in mass quantities must be reported to the company & replacement to be done only if approved by the company.
6. This warranty policy is applicable up to 36 months from the date of purchase.

**Toll Free: 1800 267 7555**

Please call between 10 am to 6 pm

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