

Papa Pump Survey - Terms and Conditions - UK region

Papa Ltd will provide the following services:

Survey: Cost £500.00. Visit and survey of the water installation. Engineer will generate a written report with approximate measurements and volumes delivered. Service will cover a 1 x pump installation and travel to site. Engineer will make a visit to site to help select and layout the proposed Papa pump system based on visible information to hand.

Travel; the charges above are based on travel within 3 hours of Papa Ltd's HQ in Bude, North Cornwall. At the Engineers discretion additional charges may be added to include travel to locations beyond 3 hours plus overnight stays as required.

CLIENT'S RESPONSIBILITY

The Client is responsible for supplying basic information about the site and water requirements. The Client will ensure all access is given to the Engineer so that the work can be completed. The Client is responsible for all permissions, licences and rights of way related to the pump system. No official authorisation can be given for the pump installation by Papa Ltd or its Engineers nor assurance about pumped water quality.

SERVICE STANDARDS

No below ground advice will be possible and the recommendations of site locations are based only on the visible conditions at the time of visit.

EXTRA CHARGES

Should the work take longer than 1 hour on site or additional sites be required the Engineer will notify The Client in advance (but at his discretion) that extra charges will be due based on work required beyond a standard 1 hour on site at £60 per hour for Engineer's time (to nearest ½ hour) Evening or overnight work is charged at £100 per hour (to nearest ½ hour). The Company reserves the right to charge supplemental charges beyond 1 hour or for specific site design support requiring complex engineering drawings.

COMPLAINTS

The Client must notify Supplier of any complaint regarding service in writing and sent to PAPA Ltd's postal or email address.

INTERNATIONAL CUSTOMERS

For international, non-uk customers, and non-mainland UK customers, site selection, installation and operation support will be offered by remote support where possible.

TERMS & CONDITIONS

PAPA Ltd is a trading company wholly owned by Water Powered Technologies Ltd. By making payment for this order the customer confirms and understands the following terms and conditions of sale (warranties are not affected by these terms): 1) PAPA Ltd is not responsible for customers action with regard to any regional or national environmental regulations - including water abstraction rules which may vary according to usage and/or location. 2) The Customer has researched and had understood the performance specifications and limitations of the Papa Pump. Papa Ltd is not in any way responsible for actual realised performance being below simulated or forecast performance nor guarantee pumped water quality. 3) Papa Ltd may charge at any time for any advice, Papa Pump site support and all assistance otherwise provided before, during and after sale of equipment on a case by case basis. 4) All product and freight quotes offered on through this service on site by the Engineer expire after 7 days unless confirmed as still being relevant by the Company. 5) Terms and conditions of supply, product specifications and prices may change at any time. Please see www.waterpoweredtechnologies.com for more information. Customers statutory rights are not effected. Price covers a 1x pump installation and travel to site.