



GENC HYDRO guarantees the equipment of its own manufacture for 15 months from delivery and not more than 17 months from notice of ready goods, ex-works of Konya-Turkey .

Parts that by their nature or destination are subject to wear and tear (seal kit, pins, bushings, hoses ...) are not recognized under warranty.

For what is not built by Genc Hydro, the warranty is limited to the amount granted by the supplier.

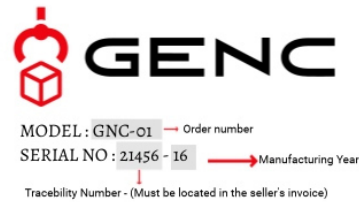
Any modification of products made by customers, irrational use or neglect (such as no lubrication, incorrect connection, inadequate pressure) will void the warranty.

We decline all responsibility for direct or indirect damage due to proper or improper use of the equipment.

Warranty claims will only be processed if they are notified in writing to the manufacturer immediately after the damage has occurred or presented.

All warranty claims must contain the following information:

- * Model
- * Serial number
- * Year of construction
- * Photographs and / or videos of the faulty part
- * Cause of damage



The guarantee consists in the free supply of the recognized faulty piece and will be granted if it is established that the breakage has occurred due to defects in construction and / or material.

The delivery of spare parts will be done as soon as possible; in case of delays in delivery no claims for damages or extensions of the warranty will be accepted.

In any case, all costs of packing, transport and any customs duties will be charged to the customer.

In case of intervention of qualified staff by GENC HYDRO at the customer's site will be charged the travel expenses, the km of the vehicle, food and accommodation while in case of recognition of the warranty the labor for the replacement of the goods is included.

For a better internal organization all the spare parts will be invoiced at the time of shipment, the eventual recognition of the guarantee, after our verification of the defective piece, will give right to the accreditation.

The invocation of the guarantee does not exonerate from the payment obligations.

For any controversy the Konya court is competent.

