

POLICY STATEMENT

We, the Directors, managers and employees of Danmik Power & Construction, manufacture, assemble and distribute an extensive and wide range of generators, welders, water pumps, industrial and power tools for the South African market, are committed to deliver product that consistently satisfies or exceeds our customer expectations by means of implementing a Safety, Health, Environment & Quality Management Programme. To attain this objective, I the undersigned Managing Director, will ensure that the Safety, Health, Environment & Quality Management Programme is documented, implemented, effective, understood, communicated to all personnel, maintained throughout all levels of the Company and available to the Public and other interested parties on request. In pursuit of this Policy and to facilitate in the realization of continual improvement of product, process and the programme, we will ensure that the following is addressed and adhered to:

Mission

The Danmik guarantee and mission is to provide the finest affordable quality products with industry exacting after sales back-up and warranty.

Validity

The guarantee starts on the date of delivery to the original retail purchaser. The valid period is one year from that date or 1000 operating hours for each engine and associated product.

Coverage

Our service team will replace or repair, at its option, without charge for the parts or the labour, at a place appointed by Danmik, any parts of a Danmik product covered by this guarantee found to be defective in material or workmanship. This GUARANTEE does not cover parts affected, damaged, or depreciated by misuse, abuse, improper maintenance, neglect, use of unsuitable attachments or no genuine parts, ordinary wear, rust or corrosion, inadequate transportation, accident, or service by an unauthorized facility. Consumable parts, such as filters, belts, gaskets, packing, fuses, brushes, fuel injection nozzle valve, lubricant, protective zinc coat, thermostat and ignition plug, are not covered under this GUARANTEE. All expenses incurred in maintaining and replacing them shall fall on the purchaser. Under this guarantee we do not have the obligation to bear any transportation fees of any Danmik product to/from the place appointed by Danmik for guarantee service.

Exclusion

We hereby state that all other obligations or liabilities, including special or consequential damages or contingent liabilities arising out of the failure of any Danmik product to operate properly, are hereby excluded except that warranties mentioned above.

Claim Procedure

For any defect covered by this GUARANTEE, contact any authorized Danmik distributor or dealer to obtain the name, address, and telephone number of the nearest authorized Service and Repair Facility within thirty (30) days after discovery of such defect.