

## Terms of Use

### Shipping, Trading, Payment

- Goods are shipped on account, with risk, responsibility and expense of the buyer.
- The delivery to the competent agency shall be considered as delivery to the buyer.
- The buyer is obliged to inform the seller that the goods have been received in good condition.
- The buyer is obliged to inform the seller of the good condition of the goods received by the transport company, as well as the condition of the packaging upon receipt, when the goods are to be stored and not immediately disposed of.
- The obligation of the buyer to check the products upon receipt. Unconditional acceptance by the buyer means proper acceptance of the goods in accordance with the agreed conditions.
- The price for each order shall be paid within the time agreed in each case, after which statutory interest shall be due.
- The ownership of the goods until payment of the invoices relating to the sale of the goods shall be retained by the seller.

### Shipment by Transport Company

- Cost of transport within Greece up to 3 kg:

3€ - For Greece in non inaccessible areas.

5€ - In inaccessible areas. (accourier.net) and 1€ for each additional kg.

For purchases over 100€ (up to 30 kg) shipping is Free of charge.

- In case the product is voluminous, heavy or comes from the assembly of two or more products, prior consultation with the buyer is required for the shipping method and delivery, as well as the packaging.

### Pay on delivery

- You receive your order by paying the courier at the time of the delivery with cost 1,50€ + VAT.

### By Credit/Debit Card

- Make secure transactions with our online store with your Credit/Debit card. Our store has all the modern transaction security standards.

## Deposit to Bank Accounts

- **NATIONAL**

Account No: 840/440178-65

IBAN: GR29 0110 8400 0000 8404 4017 865

- **EUROBAN**

Account No: 0026 - 0350-40-0200285504

IBAN : GR 32 0260 3500 0004 0020 0285 504

SWIFT BANK: EFG BGR AA

- **ALPHA BANK**

Account No: 718-00-2320-001812

IBAN: GR13 0140 7180 7180 0232 0001 812

SWIFT BANK: CRB AGR AAX XX

- **PIRAEUS**

Account No: 5261088969932

IBAN: GR41 0172 2610 0052 6108 8969 932

SWIFT BANK: PIRBGRAA

## Withdrawal, Return

- Returns are accepted within fourteen (14) calendar days. Return costs shall be borne by the buyer.
- Before any return, the seller must have been informed by the buyer and the return form must have been sent to the email [sales@paschaloudis.gr](mailto:sales@paschaloudis.gr), which you can find it on the company's website [www.paschaloudis.gr](http://www.paschaloudis.gr).
- The product must be in an intact condition and the packaging must not be opened. The special markings must not be removed under any circumstances or superimposed on top of them.
- The retail sales receipt must be included with the product upon return.
- The return of the products is only accepted with the partner transport company which will be indicated to you after contacting our company. Returns with a different transport company or at the initiative of the buyer, without prior notification of the seller, will not be accepted.
- In case of returning the products and depending on both the way you chose to pay for your order and the way the return will be carried out, your refund will be completed within 8 working days from the date we receive the products.

## Spare parts

- Spare parts are paid upon shipment.
- The warranty period for spare parts is two (2) years from the date of purchase.
- The warranty of spare parts is based on the terms and conditions of the manufacturer. The warranty does not cover parts that have been incorrectly installed without compliance manufacturer's instructions.
- Returns of replacement parts once they have been opened, will not be accepted.

## Repairs

### Product Shipments for Repair

- By receiving the product for repair, the customer impliedly declares that he/she authorizes the company to carry out a thorough inspection of his/her device. As a result of this inspection, some parts or components of the appliance are likely to be destroyed or damaged due to the disassembly of the appliance. Even if the appliance is considered functional according to the customer, some parts of the appliance must be replaced, as their re-installation in the product may cause future damage or even complete destruction. As a general conclusion of the above, we conclude that: small materials, moving parts, bearing parts and parts considered to be consumable may be damaged during disassembly, without any liability of the repair company and its personnel. The repair company reserves the right to the functionality of the products received.
- The sender is obliged to inform the repair company, for the shipment of the product, before its delivery to the carrier and after first receiving an affirmative response from the repair company.
- The sender is obliged to send the product in proper packaging, clean of anything may cause injury or damage to the transport vehicle.
- The sender must inform the repair company in detail about the symptoms or the damage that the product has and the way of its operation, hydraulic and electrical connection.
- By taking the product in for repair or sending it, the customer declares that he agrees to the general conditions of the company.
- Products that were exposed to hazardous chemical or liquid waste will be considered hazardous to the health of employees and will not be accepted for repair. And in the case that the sender does not inform the company in time about the danger of the product sent, the company may take legal action to pay compensation for possible medical treatment of an employee who was exposed or suffered a health problem because of the customer.
- The company must, on the basis of its internal regulations, notify in written form the report of the repair and its cost to the customer. Exceptionally the customer shall be informed orally if he does not have a means of communication suitable for sending a document.
- The texts of technical reports are written for the sole purpose of informing the customer, in our efforts to improve the control, operation and maintenance of the products. They are a product of hypothesis without any commitment for the repair company and are liable to possible errors



or omissions, due to the complexity of the expertise and non incomplete picture of the use of the product and their installation.

- The customer undertakes to respond to the repair or not of the product within a reasonable period of time from the receipt of the written report of the service and in any case within two (2) months from the receipt of this. The expiry of the two (2) month period without a positive or negative response from the customer regarding the repair of the product, implies the implied consent of the customer to the company to withdraw the product to recycling as worthless, by issuing a document to the recycling company. Under no circumstances is the company obliged to keep the product in its warehouse premises beyond the period of two (2) months.
- By sending a confirmation from the customer to the company, the customer declares that he/she has received full knowledge of the information stated in the technical report sent to him above, of the damage and the cost of the repair.

### **Repair Guarantee**

- Every repair is tested hydraulically and electrically in a test bench with calibrated measuring instruments, according to the company's internal regulations. The repair is guaranteed against defects or material failure for the period of one year. Due to the great complexity of the products and systems being repaired, each product is subject to the conditions of proper operation and maintenance of its individual manufacturer.
- For the validity of the guarantee, the examination of the product in the company's store in the presence of the customer or his representative is a necessary condition. Furthermore, the unique marking affixed to the product during the repair must not be removed or altered for the lifetime of the product.
- The repair company is not responsible for any damage or destruction that may occur in the rest of the installation due to the failure of the product.
- Products that have been partially or completely disassembled or repaired without the presence of a representative of our company, as well as partially or completely disassembled or repaired by another repair company, are not covered by our warranty.

### **Cost of Control and Return Without Repair**

- The cost of checking a household product or products weighing between 0 and 30 kg is 15.00€ + VAT = 18.60€, payable on arrival at the workshop.
- When the product is returned without repair, it is roughly assembled and packed together with all its components. The product, when returned without repair, is not considered functional, regardless of the condition it was in at the time it was brought to the workshop.

### **Special Conditions of Contract in a Drilling Project**

- Installation or sale of a submersible pumping unit.
1. The warranty does not cover normal wear and tear on friction rings, rubber bearing bushings, shaft, mechanical motor bushing, and other individual parts that constitute the consumable parts of the pump unit and are worn by friction that caused by the presence of sand, silt or solids such as stones or metal parts in the casing of the borehole, which are the result of long-term corrosion of the borehole casings and their gradual detachment over time.



2. The warranty provided on all electronic parts of the system or products, which installed or supplied, is 2 years, and covers any permanent damage to them, except in proven cases due to external factors (natural phenomena, flooding, vandalism or theft).
3. In general, the guarantee does not cover damage or deterioration, such as the destruction of the pump, the destruction of the pipelines, the drilling shell, the blocking of the drilling itself and the deformation of the drilling casing, caused by geological phenomena that are impossible to foresee. Such phenomena can be caused by continuous pumping and changes in the water level in the deposit, but also by geological phenomena such as earthquakes, heavy rainfall, prolonged drought, etc.
4. The operation of the system requires the training of a person with at least basic technical knowledge to monitor the system, to take action when a safety device appears or interferes which prevents the system from operating, and to maintain the interior of the panel in good condition.
5. In the case of damage or deterioration caused by a defect caused by a construction defect of the machine or of the installed equipment, the problem will be repaired by our company with the replacement of the damaged part or entirely of the machine if it cannot be repaired.
6. This does not include the provision of technical support or the compensation that may be requested by the customer for reasons other than the repair of the damage or deterioration covered by this warranty.

### **Bribery**

The competent courts for any dispute that may arise between the parties are the following Courts of Thessaloniki.