

Terms & Conditions

1. Order & Payment

- Orders starts after **50% advance payment** (valid on receipt of confirmed PO). Remaining **50% before dispatch**.
- Advance is non-refundable in case of cancellation of order. No cancellation without written consent.

2. Taxes & Delivery

- GST extra as per rules and Transport, packing, forwarding, loading/unloading, insurance will be extra.
- Quoted prices are valid for **10 days** from the offer date.
- For standard delivery: 10–15 days and for Custom equipment: 30-40 days after confirmed Purchase order.
- Delivery starts after full advance. **5 day** notice needed for installation planning.
- Force majeure applies: natural disaster, strike, transport delay, etc.

3. Installation & Commissioning

- Installation procedure will be instructed by our service engineer at site and installation charges 2000/- per day.
- Customer have to arrange lodging, boarding and transport for our service manager.
- Before commissioning, all required material, machine, manpower and power supply for production trial must be arranged. If delayed due to any reason, extra charges will be applied.
- We will do trial for purpose of users' education. Handover complete after trial and signed commissioning report.

4. Scope & Exclusions

- Accessories like trolley, stand, cover charges will be extra as per customer requirement.
- Labor, material handling, electrical, civil work, chimney work, Fabrication work, control panel mounting on wall, crane charges (if needed) will be under customer scope.

- Above capacity and rate of equipment can be changed once technical mapping has been done from team.
- Extra work and modification in equipment will be chargeable.

5. Warranty

- We undertake to replace/repair manufacturing defects within 6 months from the date of dispatch, provided that parts must be sent and receive at purchaser's expenses.
- No warranty on electrical parts, wear, misuse, non-approved fuel, or poor maintenance.

6. Operation

- Use only approved pellets: 6/8 mm, GCV ~4200 kcal/kg, <5% ash, <8% moisture.
- Clean the equipment as per instruction given during installation, we are not responsible for any trouble.
- If production time or quantity are not as desired then we will not responsible for fuel cost saving as we claim.

7. Jurisdiction

- All legal matters fall under surat court only.

Authorized by:

Mr. Shailesh Movaliya

MD & CEO

Giriraj Industries