**OFFER FOR SUPPLY OF PUMP SPARES**

**Ref No:** [Ref. No.]  
**Date:** [DD/MM/YYYY]  
**To:** [Customer Name & Address]

**1. OFFER DETAILS**

We are pleased to submit our offer for the supply of the following pump spares as per your requirement:

| **Sr. No.** | **Description of Spare** | **Qty** | **Unit Price (INR)** | **Total Price (INR)** |
| --- | --- | --- | --- | --- |
| 1 | [Spare Name & Details] | X | XXXX | XXXX |
| 2 | [Spare Name & Details] | X | XXXX | XXXX |

**Total Basic Price:** ₹[XXXX]  
**GST:** Extra as applicable  
**Packing & Forwarding:** Extra at actuals  
**Freight & Insurance:** Extra at actuals or on customer’s account  
**Delivery Terms:** Ex-works [Location]

**2. COMMERCIAL TERMS**

1. **Validity of Offer:** Valid for **30 (thirty) days** from the date of this quotation.
2. **Price Basis:** Prices are based on current raw material rates and are subject to change without prior notice if the order is not placed within the validity period.
3. **Taxes & Duties:** All taxes, duties, levies (present or future) applicable shall be borne by the buyer. Any increase after the order date will be on the buyer’s account.
4. **Packing & Forwarding:** Will be charged extra at actuals.
5. **Freight & Insurance:**
   * Freight and transit insurance to the customer’s site will be borne by the buyer unless otherwise mentioned in writing.
   * Risk in goods passes to the buyer upon delivery to the carrier at our works, even if freight is prepaid.
6. **Delivery Schedule:**
   * Expected delivery: [X weeks] from the date of receipt of **firm Purchase Order** and **advance payment**.
   * Delivery schedule is indicative and subject to availability of raw materials, transport, and labor conditions.
   * Delay caused due to reasons beyond our control (Force Majeure) shall not attract any penalty or cancellation.
7. **Material Acceptance:**
   * The material supplied shall be **deemed to have been accepted by the buyer** as free from any defect in material, design, manufacturing, or workmanship **unless written notice of any such defect is received by us within seven (7) days from the date of delivery at the buyer’s premises**.
   * **Proof of Delivery:** The **delivery report of the courier/transporter** or **any receipt indicating gate entry to the buyer’s premises** shall be considered **conclusive proof of delivery**.
   * After this period or once the material is installed/used, **no claims for rejection, replacement, or rectification will be entertained**.
   * Any refusal to accept delivery shall not relieve the buyer of their payment obligation, and the goods will be considered delivered for invoicing purposes.

**3. PAYMENT TERMS**

* **Advance:** [50%] of order value along with Purchase Order.
* **Balance:** Before dispatch / Against proforma invoice.
* **Payment Mode:** NEFT/RTGS only.
* **Delayed Payment:** Any delayed payment beyond agreed terms will attract **interest @ 18% per annum** from the due date till realization.
* **Ownership:** Goods remain our property until full and final payment is received.

**4. WARRANTY TERMS**

* Warranty is applicable for **6 months from supply date or 3 months from commissioning**, whichever occurs earlier.
* Warranty covers **manufacturing defects only**.
* Warranty excludes:
  + Normal wear & tear
  + Misuse, mishandling, improper storage, faulty installation
  + Operation outside design parameters
  + Use of non-genuine spare parts with our supplied spares
* Our liability under warranty is **limited to repair/replacement of defective part only**.
* Warranty claim does **not cover labor cost, travel cost, removal or reinstallation charges**, unless agreed in writing.
* Buyer shall provide sufficient evidence (photographs, reports, defective part return) for warranty claim evaluation.

**5. CANCELLATION POLICY**

* Orders once accepted cannot be cancelled without written consent from us.
* For **made-to-order or customized spares**, 100% cancellation charges will apply once production begins.

**6. LIMITATION OF LIABILITY**

* Our maximum liability shall not exceed the **invoice value of defective goods supplied** under any circumstances.
* We are **not liable** for any **indirect, incidental, or consequential losses**, including but not limited to:
  + Loss of production
  + Loss of profit
  + Delay in project
  + Third-party claims

**7. INSPECTION & ACCEPTANCE**

* Pre-dispatch inspection (PDI), if required, should be communicated in advance and will be on buyer’s account.
* Buyer must inspect goods immediately upon receipt. Any shortage or visible damage must be notified within **48 hours** of delivery.

**8. FORCE MAJEURE**

We shall not be held responsible for delay or failure in fulfilling obligations caused by circumstances beyond our control, including but not limited to strikes, lockouts, transport delays, accidents, natural calamities, fire, floods, acts of God, war, or government restrictions.

**9. DISPUTE RESOLUTION & JURISDICTION**

* Any dispute arising out of this contract shall be subject to the **exclusive jurisdiction of the courts at [Your City/State] only**.
* Arbitration, if invoked, shall be under the **Arbitration & Conciliation Act, 1996**, and the seat of arbitration shall be [Your City].

**10. OTHER CONDITIONS**

* Technical support (if required) will be chargeable extra unless explicitly mentioned otherwise.
* Storage and preservation of spares after delivery is the responsibility of the buyer.
* Any modification to this offer is valid **only if confirmed by us in writing**.
* Buyer agrees to all terms and conditions mentioned herein by placing a Purchase Order against this offer.

**We look forward to your confirmation and valuable order.**

For

**Shaft & Seal Pvt ltd**  
Authorized Signatory  
Name:  
Designation:  
Contact Details: