

PRODUCT WARRANTY POLICY

TISCO VALVES MANUFACTURING LLC ("TISCO") is committed to manufacturing high-quality industrial valves, including Gate, Globe, Ball, Check, IDBB, DBB, and Butterfly valves. This warranty policy ensures compliance with API 600, API 602, API 609, API 594, API 598, API 6D, API Q1, and relevant ISO/JIP/IOGP /ASME/AWS/ASTM/BS/EN/MSS standards, safeguarding TISCO in all aspects.

1. Warranty Coverage

TISCO warrants its valves against defects in design, workmanship, or materials for a period of **18 months from the date of shipment or 12 months from the date of installation**, whichever occurs earlier. This limited warranty applies only to the original purchaser ("Customer") and is non-transferable.

By installing a TISCO valve, the Customer acknowledges acceptance of this warranty. If the Customer does not accept these terms, they must return the unused valve in its original packaging for a full refund.

2. Warranty Limitations

This warranty covers replacement parts only. The Customer is responsible for the cost of uninstalling and reinstalling the product. TISCO shall not be liable for field labor costs, travel expenses, or other incidental charges incurred by the Customer for removing and/or reinstalling the valve or its components.

TISCO reserves the right to inspect the product before determining the validity of a warranty claim. If a defect is confirmed, TISCO will, at its discretion, either:

- Replace the defective valve or component, or
- Refund the original purchase price.

Under no circumstances shall TISCO's liability exceed the purchase price of the product.

3. Exclusions to Warranty

This warranty shall be void if: (a) The valve has been subjected to misuse, mishandling, neglect, or abuse. (b) The valve is used in an unsuitable application. (c) The valve has been improperly installed, operated, repaired, serviced, or maintained. (d) The valve has been damaged due to external causes unrelated to a manufacturing defect. (e) The valve has been modified without TISCO's prior written approval. (f) The valve has been connected to incompatible equipment. (g) The valve has been used outside its specified operating conditions, including but not limited to pressure, temperature, and flow rate. (h) The valve has been used for purposes other than its intended design. (i) The valve has been damaged due to freezing or exposure to environmental conditions beyond its design parameters.

This warranty applies exclusively to TISCO valves and does not cover ancillary equipment, system compatibility, or improper integration with third-party components.

4. Warranty Claims Procedure

To make a warranty claim, the Customer must:

1. Contact TISCO at the address below with details of the claim, including the valve's serial number, purchase details, and a description of the defect.

2. TISCO will assess the claim and provide instructions for further evaluation, which may include returning the product to the original point of sale.
3. If a return is required, the Customer shall bear the freight cost to ship the valve to TISCO or its authorized agent.
4. If the claim is deemed valid, TISCO shall bear the cost of shipping the replacement product back to the Customer.
5. If the claim is rejected, the Customer may request the return of the valve at their expense.
6. Notify TISCO in writing within **30 days** of discovering the defect, no claims will be entertained thereafter.

5. Limitation of Liability

Under no circumstances shall TISCO be liable for direct, indirect, incidental, special, or consequential damages, including but not limited to:

- Costs associated with dismantling, reinstallation, or downtime.
- Damage to other property or equipment.
- Loss of production, profits, or business opportunities.
- Personal injury or damage resulting from improper use or installation.

The Customer is responsible for ensuring the proper selection, sizing, installation, and operation of TISCO valves per TISCO's installation instructions, industry best practices, and applicable regulations.

6. Governing Law & Jurisdiction

This warranty is governed by and construed in accordance with the laws of the United Arab Emirates (UAE). If any provision of this warranty is found to be unenforceable, the remaining provisions shall remain in full force and effect.

TISCO reserves the right to modify or improve its products and specifications without prior notice and without any obligation to upgrade previously sold products.

7. Intellectual Property Rights

All intellectual property rights, including patents, trademarks, and registered designs, related to TISCO products and documentation are the sole property of TISCO VALVES MANUFACTURING LLC. Unauthorized use or reproduction is strictly prohibited.

8. Contact Information

TISCO VALVES MANUFACTURING LLC

Telephone: +971 4 4296062

Email: info@tiscovalves.com

Website: www.tiscovalves.com