

Terms and Conditions

About Us

This website is owned and operated by HYDROPULSE (PTY) LTD, 1 Bokkemanskloof Road, Hout Bay, 7806, Western Cape, South Africa . If you need to contact us, please e-mail Peter@hydropulse.co.za or call customer services on +27 (0)82 857 7057. Registered in South Africa company registration number: 2005/015092/07

Making a contract with us

When you place an order with us, you are making an offer to buy our goods. We will send you an e-mail to confirm that we have received your order and payment and a contract will be then deemed to exist between us. Once we have checked your payment and the price and availability of the requested goods, we will prepare the goods for dispatch. In the unlikely event that the requested goods are out of stock we will advise you and give you an estimated date of availability. In this case, we will give you the option of either a full refund or to wait for the goods to be back in stock.

Delivery and Charges

Please refer to the ***Delivery page*** for full delivery details.

Cancellation and returns

No returns will be accepted unless a manufacturing fault is present or if the goods have been used in any way. Goods that have been unopened and unused will be accepted back as a return subject to our inspection. You may cancel your contract at any time up to 7 working days after the day of delivery. To do this, please e-mail us. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future. If you cancel, you must return the goods to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage. If you fail to return the goods, we will arrange collection and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us which results in damage or deterioration, we will charge you for the reduction in value. This cancellation policy does not affect your legal rights – for example, if goods are faulty or mis-described.

Faulty goods

If there is a problem with the goods, please let us know as soon as possible. We will deal with the matter in accordance with your legal rights. If in the rare event you experience a fault with any item bought from HYDROPULSE (PTY) LTD then please contact us on +27 (0)82 857 7057 or email Peter@hydropulse.co.za.

Changes to these terms

These terms were last changed on 14/03/2024. These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.

Cash Back Offer

The offer is a R1,000.00 cash back to any existing Papa Pump owner who recommends the Papa Pump to a third party and where the recommendation leads to a full price sale of a Papa Pump. The cash back will be paid to the person who made the recommendation when they have contacted HYDROPULSE (PTY) LTD and given full details of the person to whom they made the recommendation and after a Papa Pump has been successfully purchased. The cash back offer is not valid in conjunction with any other offer, promotion or discount. HYDROPULSE (PTY) LTD reserve the right to withdraw the offer at any time. If you have any questions or concerns about these terms and conditions, please call us on +27 (0)82 857 7057.

Papa Pump Survey – Terms and Conditions – South Africa region

HYDROPULSE (PTY) LTD will provide the following services:

Survey: Cost R3000.00. Includes a visit and survey of the water installation. Engineer will generate a written report with approximate measurements and volumes delivered. An engineer will make a visit to site to help select and layout the proposed Papa pump system based on visible information to hand.

Travel; the charges above are based on travel within 3 driving hours of HYDROPULSE (PTY) LTD HQ in Hout Bay, Western Cape, South Africa. At the Engineers discretion additional charges may be added to include travel to locations beyond 3 hours plus overnight stays as required.

Client's Responsibility

The Client is responsible for supplying basic information about the site and water requirements. The Client will ensure all access is given to the Engineer so that the work can be completed. The Client is responsible for all permissions, licences and rights of way related to the pump system. No official authorisation can be given for the pump installation by HYDROPULSE (PTY) LTD or its Engineers nor assurance about pumped water quality.

Service Standards

No below ground advice will be possible and the recommendations of site locations are based only on the visible conditions at the time of visit.

Extra Charges

Should the work take longer than 1 hour on site or additional sites be required the Engineer will notify the Client in advance (but at his discretion) that extra charges will be due based on work required beyond a standard 1 hour on site at R500.00 per hour for Engineer's time (to nearest ½ hour). Evening or overnight work is charged at R500.00 per hour (to nearest ½ hour). HYDROPULSE (PTY) LTD reserves the right to charge supplemental charges beyond 1 hour or for specific site design support requiring complex engineering drawings.

Complaints

The Client must notify HYDROPULSE (PTY) LTD of any complaint regarding service in writing and send to HYDROPULSE (PTY) LTD's email address.

International Customers

For international, non-South Africa customers, site selection, installation and operational support will be offered by remote support where possible.

Terms & Conditions

By making payment for this order the customer confirms and understands the following terms and conditions of sale (warranties are not affected by these terms):

- 1) HYDROPULSE (PTY) LTD is not responsible for customers action with regard to any regional or national environmental regulations – including water abstraction rules which may vary according to usage and/or location.
- 2) The Customer has researched and had understood the performance specifications and limitations of the Papa Pump. HYDROPULSE (PTY) LTD is not in any way responsible for actual realised performance being below simulated or forecast performance nor guarantee pumped water quality.
- 3) HYDROPULSE (PTY) LTD may charge at any time for any advice, Papa Pump site support and all assistance otherwise provided before, during and after sale of equipment on a case by case basis.
- 4) All product and freight quotes offered on through this service on site by the Engineer expire after 7 days unless confirmed as still being relevant by HYDROPULSE (PTY) LTD.
- 5) Terms and conditions of supply, product specifications and prices may change at any time. Price covers a 1x pump installation and travel to site.

Papa Pump Warranty

Terms of the manufacturer's warranty *

1. The Blue Papa Pump (The Pump) warranty is provided by HYDROPULSE (PTY) LTD. The Pump is warranted to be free of material and workmanship defects for a 5 year period from the date of purchase. Please note the Pressure Vessel, Rubber Valves and Delivery Hose assembly are not covered by this warranty.
2. HYDROPULSE (PTY) LTD will endeavour to provide prompt service in the unlikely event of a problem occurring but cannot be held responsible for any consequence of delay, however caused.
3. All claims under this warranty must be made to HYDROPULSE (PTY) LTD prior to any work being carried out. Proof of purchase date must be provided to validate this warranty.

What IS covered under the terms of the manufacturer's warranty *

This warranty covers the composite body of the pump when it has been operated and maintained in accordance to HYDROPULSE (PTY) LTD' instructions.

What IS NOT covered under the terms of the manufacturer's warranty *

This warranty does not cover normal operating wear of rubber components, the pressure vessel, bolts, pressure relief valve, the hose assembly, nor any malfunction, failure or defect resulting from accident, misuse, abuse, neglect, alteration, modification, improper installation, natural disaster or wear resulting from stones or sharp material entering the pump due to inadequate filtration. The warranty does not include any charges, labour or liabilities relating to the repair or loss of water in the event of equipment malfunction.

What to do if a fault is found *

In the first instance, contact HYDROPULSE (PTY) LTD to ensure that the fault does not lie with the system or any other components or any incorrect setting. HYDROPULSE (PTY) LTD will process any warranty claim and provide any necessary replacement parts.

Please Note *

- 1) The obligations and regulations involving water abstraction (which may vary from one region or nation to another) may mean a permit is required for the PAPA Pump. HYDROPULSE (PTY) LTD is not responsible for a customer's action with regard to any regional or national environmental regulations.
- 2) By buying the Pump, the Customer has researched and has understood the performance specifications and limitations of the PAPA Pump. HYDROPULSE (PTY) LTD is not in any way responsible for actual realised performance being below simulated or forecast performance due to faulty installation. Nor is HYDROPULSE (PTY) LTD obligated to provide support after this sale, unless this is a warranty claim.
- 3) HYDROPULSE (PTY) LTD may charge at any time for any advice, PAPA Pump site support and all assistance otherwise provided before, during and after sale of equipment on a case by case basis.
- 4) Terms and conditions of supply, product specifications and prices may change at any time.