

Branding Terms



1. Scope

These Terms govern the use of the website qualitypumps.au (the "Website") and the purchase of pumps from Quality Pumps ("Quality Pumps", "we", "us", or "our"). By accessing or using the Website or purchasing a pump, you agree to be bound by these Terms.

2. "Excellent Solutions or We Fix It Free" Disclaimer

Our slogan, "excellent solutions or we fix it free," is intended to communicate our commitment to providing high-quality pumps and customer service. However, it is subject to the following limitations:

Definition of "Excellent Solution" An "excellent solution" is determined at our sole discretion and may include repair, replacement of the pump (or defective parts), or technical assistance. We reserve the right to choose the most appropriate remedy based on the specific situation.

Exclusions The "fix it free" guarantee does not apply to:

Defects caused by improper installation, misuse, neglect, or normal wear and tear.

Problems arising from compatibility issues with existing equipment or systems.

Damage caused by external factors such as power surges, floods, or earthquakes.

Labor costs associated with repairs or replacements, unless explicitly agreed upon in writing.

Timeframe We will endeavor to provide a solution within a reasonable timeframe. However, this timeframe may vary depending on the nature of the problem and availability of parts.

Customer Responsibilities Customers are responsible for providing proper installation, operation, and maintenance of the pump as outlined in the product manual. Customers are also responsible for notifying us promptly of any issues with the pump.

3. Warranties and Disclaimers

The pumps we sell come with a manufacturer's warranty. The specific terms and conditions of this warranty will vary depending on the pump model. WE MAKE NO ADDITIONAL WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PUMPS, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

4. Limitation of Liability

IN NO EVENT SHALL QUALITY PUMPS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE, USE, OR INABILITY TO USE THE PUMPS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

5. Modifications to the Terms

We reserve the right to modify these Terms at any time. We will post any changes on the Website. Your continued use of the Website or purchase of pumps following the posting of changes constitutes your acceptance of the revised Terms.

6. Governing Law

These Terms shall be governed by and construed in accordance with the laws of Australia.

7. Contact Us

If you have any questions about these Terms, please contact us [here](#).