



**General Conditions
of Sale, Delivery & Warranty**



Background & History

For over last five decades, we have consistently strived to make the world of laundry technology better in India with each passing year. It was the awareness on textile care & linen management, which always motivated us to present advance laundry solutions for the Indian community.

Mr. Deepak Arora, founder & managing director of Stefab had a vision towards 'Make in India' in the year 1975. The objective was simple yet fulfilling enough contributing a major share of value to the world of commercial laundry in India.

In the 70s, commercial laundry machines were majorly imported from the western world as no company could produce these machines in India. Mr. Deepak Arora, an engineering scholar had the

vision to build a product which was at par with the world standards. His knack for engineering precision & ability to think ahead, gave birth to Stefab in the year 1975. The first manufacturing plant was established in Delhi with humble beginnings. The company then expanded to bigger premises & today the facilities are spread over 18,000 sq. mtrs.

From introducing the first front loading washing machine to fully automatic infection barrier washer extractors, bed-sheet feeders, folders & stackers, it has been an overwhelming journey.

Today, Stefab is known to be the mother of major laundry equipment companies in India.

General Conditions of Sale & Delivery

Introduction

The present general conditions of sale & delivery are the basic conditions of the supplier for all deals. They form an integral part of all offers & contracts. By adjudicating an order to the supplier, the purchaser accepts these conditions once for all.

Orders

Are legally binding for the purchaser as from the date they are confirmed by the supplier and cannot be cancelled partly or wholly whatsoever the reason may be without the consent of the supplier.

Prices

While every effort is made to adhere to the contract price, the supplier cannot guarantee to observe them due to inflated condition. The prices offered are based on the prevailing costs of raw materials, bought out component & wages etc. In case a variation in price occurs between the date of contact and the time of delivery, the ex works price as per company official current price list ruling at the time of delivery shall be applicable.

Taxes & Duties

The prevailing rates of govt. taxes & duties shall be applicable. Any change in taxes & duties shall be applicable to the purchaser only. The purchaser who is entitled for concessional taxes/ duties must send the relevant documents along with the order failing which full rate of taxes & duties shall be charged.

Payment terms

A) 40% of the value of goods in advance & balance including taxes, duties & other charges (if any) is payable against the Proforma invoice which will be sent to the purchaser at the time of readiness of goods for delivery. In case the payment against the Proforma invoice is not made within 15 days, of the date of Proforma invoice. A charge is made for storage, insurance & interest @1% of the invoice value per week commencing 15 days from the date of Proforma invoice, or the goods are diverted & a fresh delivery schedule is given. The prices ruling at the time of delivery shall be applicable which will be binding on the purchaser. In case the purchaser again fails to make the payment within 15 days of Proforma invoice, the order shall be cancelled & the advance amount will be forfeited.

B) For outstanding purchaser, 40% of the value of goods in advance & balance including taxes, duties & other charges (if any) can be negotiated through bank. The purchaser must mention the name & address of his banker in his order failing which the delivery period will not commence. The supplier shall hold the documents in purchaser's bank for a maximum period of 15 days without interest & a further period 15 days with interest at the prevailing bank rate to enable the purchaser to retire the documents. If the purchaser fails to retire the documents within the period stipulated above, the supplier shall withdraw the documents as well as the goods & forfeit the advance amount.

Delivery

Indicated delivery times are for delivery ex-works and they always to be considered as approximately only and non-binding. No guarantee for their observance can be given.

The time of delivery beings of the earliest with the dispatch of confirmation of order, but in no case before realization of advance amount or clarification of all technical and commercial details and the accomplishment of all official formalities and permits, and not before the purchaser has complied with all his obligations, especially as far as payment of the goods is concerned.

Advances

The advance payments made against an order shall not be subject to any interest. The supplier has the right to adjust against such advances any payments, which might become due because of delay in lifting the ordered materials or because of any incidental expenses, the supplier may incur on purchaser's behalf. The advance shall be forfeited in case the supplier accepts request for cancellation.

Inspection

All the equipment, components, spares are thoroughly tested before dispatch & are supported by shop test certificates, in case the purchase is still interested in an inspection, the material can be offered for visual inspection only at supplier's premises, regarding inspection the purchaser shall specifically mention in his order failing which the materials will be straight away dispatched. The supplier will intimate the date of inspection in advance. In case, the inspection is not carried out by the purchase on the advised date & time, the supplier shall be free to dispatch the consignment as per terms of delivery. The time consumed for inspection has to be excluded from the delivery period.

Mode of Dispatch

All deliveries are ex - works Tikri, Delhi - 110041 India. The goods may be dispatched in one or separate lots at supplier's option. In case, the goods have to be dispatched on purchaser's behalf, the same will be arranged by the supplier on freight. To pay basis with clear understanding that no liability is attached to the supplier. The freight charges contracted by the supplier will be final & binding on the purchaser. The freight, transit insurance, octroi or any other charges connected with transportation & handling of goods have to be borne by the purchaser. In case, the supplier arranges the transit insurance the same shall be charged @1% of invoice value from the purchaser. The packing for dispatch, whenever necessary will be in accordance with the standard practice of the supplier.

Force Majeure

Unforeseen events which are beyond the will, power and influence of the supplier such as war, invasion, civil disobedience, government restrictions or orders, strikes, lockouts, riots, fire, earthquake, floods, accidents, delay or non availability of raw materials, wagons, shipping space or any other cause, release the supplier automatically from indicated delivery times, no matter whether these events occur at the supplier's own enterprise or at those of his sub-supplier's. Disturbances of all kinds in the manufacture and the auxiliary service as well as all internal necessities of the supplier's or sub-supplier's enterprise are also considered of forming a part of the events described under the present article. Resignation of contract by the purchaser and claims of the purchaser for indemnities out any legal argument, especially for late delivery, whatever the reason for the delay may be are strictly excluded.

Documentation

All indications made in catalogues, prospectuses, advertisements, descriptions, drawings, pictures, quotations and other documentations are always to be considered as being approximately. Drawings and technical documents of all kinds, which have been remitted by the supplier before or after the conclusion of the contract remain the property and in the copyright of the supplier. They must only be used for the proper purpose of the purchase and they shall under no form and pretext whatsoever be made available to third parties. In case of non-conclusion or resignation of the contract all the documentations and drawings have to be returned to the supplier.

General lien

The supplier is entitled to general lien on goods in its possession or dispatched, for all payments due the purchaser, both under this contract or any other account. The supplier is also entitled to apply any money in its hands under any other contract due to him, or any other contract or contracts.

Warranty

All the equipment / materials are thoroughly inspected/tested before dispatch and therefore can be depended upon for trouble free service for along time.

For delivered equipment / materials the supplier assumes a warranty of one year if the goods are normal service. The warranty period starts from the date of the supplier's invoice.

During this period all such parts of the mechanical outfit which become defective because of faulty material and therefore disturb the operation are repaired or replaced (In the choice of the supplier) free of charge. The parts, in respect of which the claim is made, have to be sent to the supplier's works at purchaser's expense, which will be refunded if the supplier's liability is admitted. The glass parts, rubber components, electrical components & other parts of wear & tear nature are not covered under this warrant. The warranty is valid subject to:

- A) The equipment being installed as per the installation instructions given by the supplier.
- B) The equipment or part thereof not being accidented, altered abused or misused.
- C) The installation being completed within 3 month of dispatch of equipment.
- D) Supply of clean lubricants, oil, grease & preservatives, as per is specifications.
- E) The equipment being operated according to operation instructions given by the supplier.

In case, the purchaser complains of non-performance of supplied equipment / material, which is subsequently attended by our engineer / technician, the same is chargeable in case supplier's liability is not admitted.

Warranty Terms & Conditions

This policy document applies only to equipment manufactured by Stefab India Limited (the company) and is to be read in conjunction with the Stefab terms and conditions of sale. Any equipment supplied by Stefab India Limited not manufactured by Stefab shall conform to the original manufacturer's warranty terms and conditions. These terms and conditions are available on request. Works carried out under this warranty policy will be undertaken by the Company or its Authorised Service Partners only.

Interpretation

In this document the following terms shall have the following meanings:

'Company' means Stefab India Limited.

'End user' means the dealer/ associate who purchases the equipment from the Company or the customer who purchases the equipment from the dealer.

'Services' means the electric, gas, water, steam, air and drainage connections.

'Authorised Service Associates (ASAs)' means the associate/ service company appointed by Company to carry out service and warranty repairs on its behalf.

Warranty Period

All products are subject to the terms of this warranty policy, guaranteed against defective workmanship, faulty components (covered under manufacturing defect only) and materials for a period of between 0 to 12 months, subject to the equipment specification. The warranty period starts at date of tax invoice from the company unless written confirmation of a deferred start is requested by the end user within 8 weeks of dispatch of goods and confirmed in writing by the Company.

All variations to the warranty period must be approved in writing by the Company.

Warranty Registration

In order to validate the warranty of equipment manufactured by the Company the equipment must be commissioned and the installed address of the equipment notified to the Company. The Company offers a free of charge commissioning service to the end user on specific products. The products covered by this service are available from the Company on request. The end user can obtain a warranty certificate from the Company upon request.

Locations covered by this warranty

This warranty policy applies to all Stefab products installed worldwide.

Installation of Equipment

All equipment must be installed by a competent engineer, technician or an Stefab authorised installer in accordance with requirements detailed within the equipment handbook and to current legislation. This warranty policy does not cover the installation of the equipment or defects caused by the installation. Any faults and costs incurred as a result of incorrect installation and requiring subsequent remedial works by the Company or its Approved Service Partners will be charged by the Company or its Approved Service Partners to the End users.

Site Access

Visits under the warranty policy will be made between 9.30 am and 5.00 pm ; Monday to Saturday. It is the responsibility of the End user or those responsible on site to ensure that the Company or its Authorised Service Partners can access the equipment to effect repairs within the timeframe given above. Abortive calls and/or additional time spent waiting on site will be charged by the Company or its Approved Service Partners to the End user.

Services

All services relating to the specific requirements of the equipment must be sited, uninterrupted, and allow for the services to be isolated to facilitate repairs on the equipment. The services must be in good working order and comply with all current legislation and requirements set out in the installation handbook.

All aspects of remedial works or subsequent site visits required as a result of incorrectly sited, installed, maintained or disconnected services, which result in equipment failure damage and/or damage to other equipment will be charged by the Company or its Approved Service Partners to the End user.

Maintenance

Routine maintenance or cleaning of the equipment is not covered under the terms of this warranty policy. The end users should refer to the equipment instruction manual for details of cleaning and maintenance schedules. All work carried out due to the lack of routine maintenance or cleaning, will be charged by the Company or its Approved Service Partners to the End user.

All works carried out as a result of incorrect maintenance or cleaning methods, including the use of non-genuine Stefab spare parts will be charged by the company to the end user. In the event of non-genuine Stefab spare parts being used to repair unit the Company will void any outstanding warranty period on the equipment.

In the event of damage from rodents etc to the electrical cabling / rubber parts, the Company shall not be responsible therefore the End user must do regular checks of the room & have precautions in place.

Exclusions

All aspects of works carried out as a result of the causes listed below which results in equipment failure, damage and/or damage to other equipment, will be charged by the Company or its approved service Partners to the end user:

I. Gas

Equipment supplied suitable for connection to Natural Gas/ LPG unless stated on original order acceptance. The type of gas utility is also based on the model of the equipment. There are primarily two variants of gas heated machines in the Stefab portfolio. All costs to convert units to other types of gas are not covered under this warranty policy unless stated on original End user purchase order or Company order acceptance. All installations must conform to current gas regulations. Gas supplies must be suitable to carry the amount of gas required by the equipment, details of which can be found within the equipment handbook.

II. Electric

All products are supplied with the correct India voltage and phasing and must be connected to the correct supplies by a qualified and competent electrician complying with the electricity board of the state and other relevant regulations and accordance with instructions in the user manual.

III. Water

Water supplies with higher TDS/ PPM will result in lime scale and mineral build up and affect the performance and longevity of the equipment. All aspects of works carried out due to failure to install or ensure the correct operation of, the requisite water treatment equipment, which results in equipment failure or malfunction, damage and/or damage to equipment will be chargeable by the Company or its Approved Service Partners to the End user.

IV. Detergents & Rinse aid chemicals & dosing equipment

Detergents and rinse aid products used in our washing equipment must be of a commercial type. All aspects of remedial works or subsequent site visits arising from the incorrect connection of detergents/rinse aid dosing units and feed tubes to the equipment are not covered by the warranty and will be charged by the Company or its Approved Service Partners to the End user. The warranty does not also cover the alteration of detergent pump setting after commissioning of equipment. Any remedial works or subsequent site visits required as a result of chemical dosing issues caused by third party chemical and dosing equipment installed by others are not covered by the warranty policy and will be charged by the Company or its Authorised Service Partners to the End user. This includes the crystallisation of chemicals in feed tubes, split or damaged third party chemical feed tubing and corrosion to equipment components.

V. Drainage

Product failures or visits caused by blocked drains or related drainage issues are not covered under the warranty policy. Drainage pipework provided for the installation must conform to the local water authority regulations and the requirements of the equipment installation instructions.

VI. Steam

Live steam supplies must be at a constant pressure and fully softened and installed to relevant boiler standards.

General

- All gas and water hoses, external pipework, gas valves, drains, standpipes, tundishes, mains cabling/ panels, isolators and fuse boards are not covered by the warranty policy.
- All water to be used within valves/ pipes of equipment must be filled with demineralised water. Any remedial works or subsequent site visits arising from not using demineralised water are not covered by the warranty policy and will be charged by Company or its Authorised Service Partners to the End user.
- Discolouration of components due to heat is not covered by warranty policy.
- The following parts are classified as consumables and are not covered under the warranty policy:
 - a. All parts made wholly or partly of glass, plastic rubberised materials such as door glasses or door seals/ gaskets.
 - b. Electric heaters if damaged by scaling.
 - c. Fuses and bulbs.
 - d. V belts, ironer belts, spring/ polyester padding, conveyor & guide belts.
 - e. Paints & polish.
 - f. Drain valve if damaged by site conditions.
 - g. Steam finishing accessories such as cloth, foam, Teflon shoe, iron switches etc.
 - h. Air & steam hose pipes.
 - i. All electric components if damaged by voltage fluctuations.

Improper Use

The warranty does not cover equipment failure or malfunction caused by operator misuse whether wilful or accidental. This includes enamel coated components which, if impacted sufficiently will crack or chip.

Clear instructions are provided with every product via user manual. It is the end user's responsibility to ensure those using the equipment are adequately trained with regard to its correct operation and cleaning of the equipment.

Cleaning and Maintenance

It is the responsibility of the end user to clean the unit as recommended within the user instructions supplied with the equipment.

The following items **are not covered in the warranty policy** and all the tasks listed below fall outside of this policy and are chargeable.

- Heaters in washers if damaged due to poor quality of water which causes scaling.
- Heaters in dryers if damaged due to poor cleaning of duct line or improper use/ maintenance of lint box.
- Cleaning of burner & accessories.
- Lubrication of moving parts.
- Correction of gas & steam pressures to equipment.
- Renewing of electric cable ends.
- Replacement of MCBS.
- Corrosion caused by the use of chemicals/ detergents.
- Cleaning/regeneration/replacement of filters, seals.
- Adjustment of door switches.
- De-scaling of equipment due to poor water quality.
- Thermic fluid refilling / top-up in chest heated ironers & flat-bed presses.
- Adjustments and alterations to detergent dosing systems.

Law

This warranty period is governed by the laws of India & the parties shall submit to the exclusive jurisdiction of the applicable courts. Machines cited for repair under warranty found to have been abused or not used in accordance with the Company's instructions will not be covered under warranty. This also applies to machines that have not been properly maintained, cleaned or de-scaled where necessary.

Charges and payments

In consideration of the provision of the services by the Company, the End user shall pay such charges payable in accordance with the company's standard rates, as amended from time to time. The Company or its Authorised Service Partners shall invoice the End user prior to the start of repairs.

Force Majeure

The Company reserves the right to withhold warranty provisions for equipment not paid for in full. The Company reserves the right to defer the date of performance under this warranty policy or to cancel the warranty policy if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the control of the Company, including without limitation, acts of god, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate carriers or inability or delay in obtaining supplies of adequate or suitable materials.

Liability

The Company shall not be liable to the End user for loss of profit, loss of business, or depletion of goodwill in each case whether direct, indirect or consequential, or any claim for consequential compensation whatsoever (however caused) which arise out of or in connection with warranty policy.

General Assignment

The warranty policy is capable of assignment in the event the end user sells the equipment which has the benefit of this warranty policy within the warranty period.

Jurisdiction

All contracts between purchaser & supplier are subject to the jurisdiction courts of New Delhi only.

For any further information & queries, please feel free to reach us at sales@stefab.com ; service@stefab.com

Genuine Parts

Original

Spare parts are available locally as well & may cost less initially, but they are not engineered specifically for Stefab machines. Often they need to be replaced and can damage other parts and affect the performance of our machines. One has to be careful, and it is always best to install authentic parts.

Quality

Every component in the machine has the highest level of R&D & technical expertise behind it. The quality of genuine parts cannot be compared to the parts available locally. Stefab has been producing laundry machines for over 50 years.



Excellent Service Capabilities

Our machines are built to last and they are backed up by industry's best service & warranty policies.

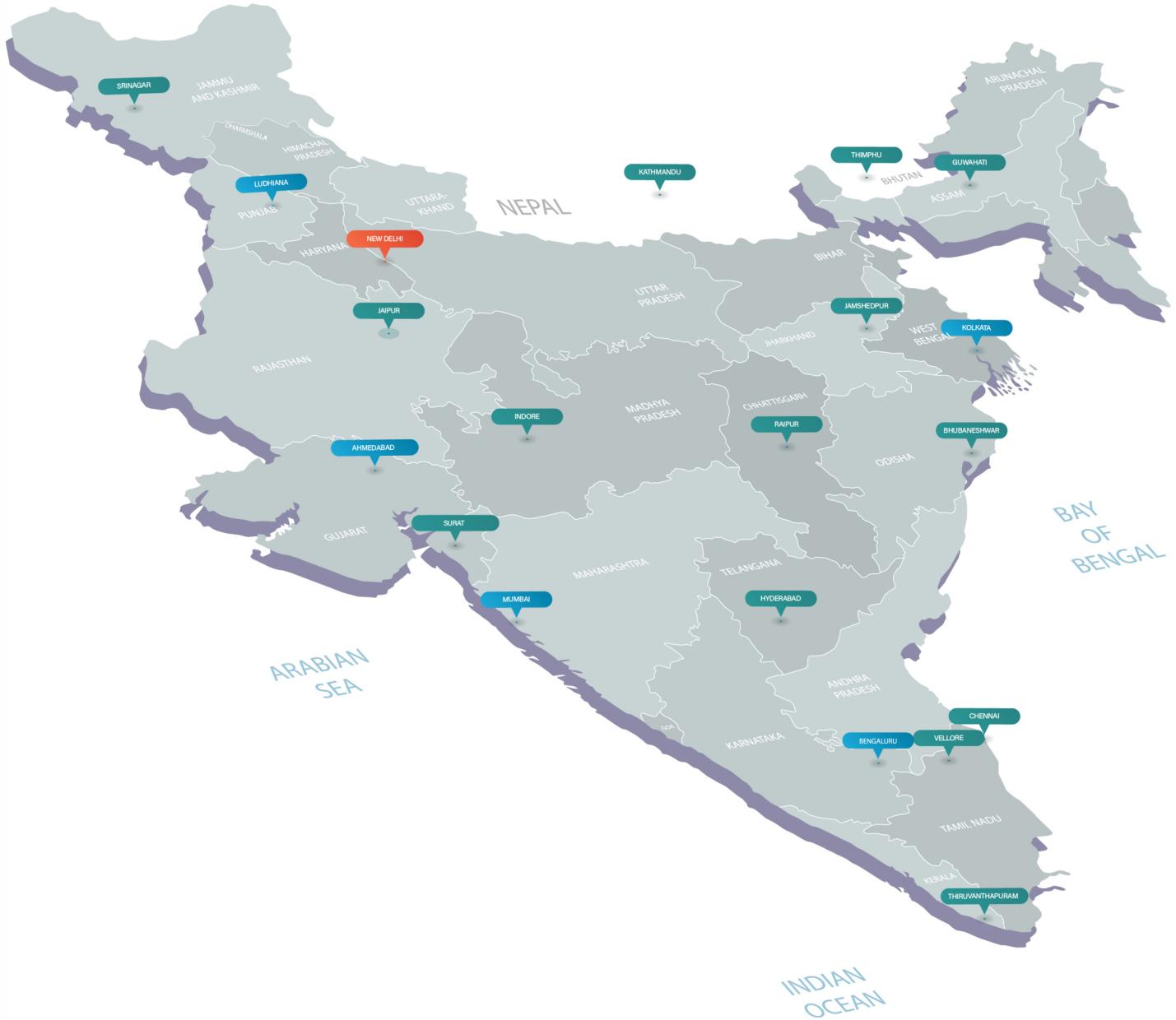
Service is one of the most important factors while you choose your laundry equipment partner. With Stefab one can be totally sure of the same. Our Service is backed by our engineers and associates spread nationwide and abroad. We understand breakdowns and it has always been our first priority to address complaints providing quick service and genuine parts to our customers.

We stand behind every machine we produce with comprehensive warranty on all machines, which is by far a better value than what is offered by the competing companies. Stefab comprehensive warranty plan proves the strength of our machines. Our commitment to producing advanced and reliable machines is braced by our warranty policy.

Should you require more information on Service & Warranty, please contact us on service@stefab.com



Our Presence



Corporate Office & Manufacturing Plants

CO & Plant 1
Stefab India Limited
39/14, Netaji Subhash
Industrial Area,
Tikri Kalan, Rohtak Road,
New Delhi 110041. India

Plant 2
Stefab India Limited
19/10 Jakhoda,
Bahadurgarh,
Dist. Jhajjar,
Haryana 124505

Get in Touch with us

IVR: +91.9999 79 1975

Sales

sales@stefab.com
+91.9811285702 / 12

Service

service@stefab.com
+91.9643330012 / 13

Operations

operations@stefab.com
+91.9811285714 / 15

Pan-India & International Presence

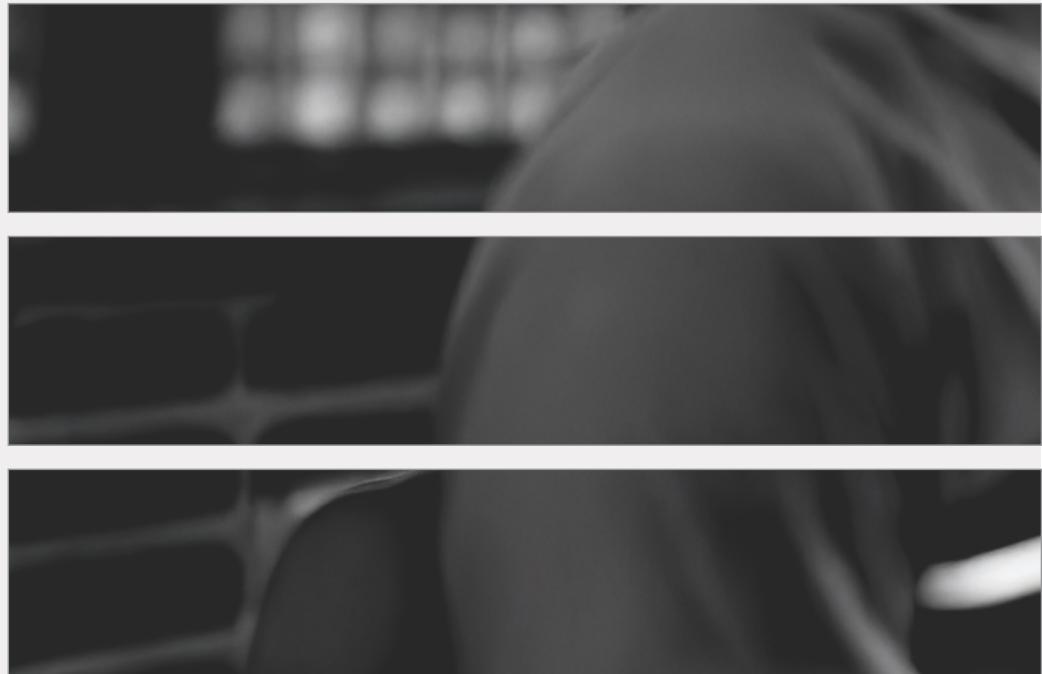
Corporate Office, New Delhi

Regional / Branch Offices

Associate Offices

International Presence:

Nepal, Bhutan, Bangladesh, Sri Lanka,
Maldives, Mauritius, Kenya, Saudi
Arabia, Uganda, Ethiopia, Russia, UAE,
Vietnam, Tanzania, Malaysia, Kuwait



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