

BD Drill Drilling Consumables Warranty Policy

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Created by: Winnie Wang
Approved by: Andy Yang Managing Director

1. Warranty Coverage

This Warranty Policy applies to all drilling consumables (“Products”) supplied by Black Diamond Drilling Services (“the Company”). The Company warrants that the Products will be free from defects in materials and workmanship under normal use and service conditions.

2. Warranty Period

Under the terms of this Warranty the Company shall remedy any defect or non-conformity in your Product caused by defects in materials and workmanship. The Warranty period for the Products is 6 months from the date of delivery. Any defects discovered after this period will not be covered by this Warranty.

3. Scope of Warranty

Under this Warranty, the Company will, at its discretion, repair or replace any defective Product or part thereof, provided that such defect is a result of faulty material or workmanship.

This Warranty does not cover:

- Damage caused by misuse, abuse, or improper handling.
- Damage resulting from unauthorized modifications or repairs.
- Normal wear and tear.
- Damage caused by improper storage or exposure to environmental conditions.

4. Conditions for Warranty Validity

The Warranty is valid only if the Product is used and maintained in accordance with the manufacturer's instructions and guidelines provided at the time of purchase.

Proper care includes:

- Using the Product for its intended purpose.
- Regular maintenance as outlined in the user manual.
- Proper storage and handling of the Product.

5. Claim Process

To make a warranty claim, the customer must notify the Company in writing via fax, letter or email within 10 business days from the date the defect appears.

The notification should include:

- Proof of purchase.
- Description of the defect.
- Relevant photographs or evidence of the defect, if applicable.

The Company reserves the right to inspect the defective Product and may require the return of the Product or samples for further examination. Failure to provide requested information or samples may result in delay or denial of the warranty claim.

6. Resolution

If a warranty claim is accepted, the Company will, at its sole discretion, repair the defective Product, replace it with a new or refurbished Product, or provide a refund of the purchase price. The Company will cover reasonable transportation costs for returning the defective Product and shipping the repaired or replacement Product back to the customer.

7. Limitations of Liability

The Company's liability under this Warranty is limited to the repair, replacement, or refund of the defective Product as described above.

The Company is not liable for:

- Personal injury or property damage resulting from the use of the Product.
- Loss of profit or revenue.
- Any indirect, incidental, or consequential damages.

8. No Implied Warranty and No Performance Guarantee

Except as expressly stated herein, the Company disclaims all other warranties, express or implied, including any implied warranties of merchantability and fitness for a particular purpose.

For the avoidance of doubt, nothing in this Warranty implies or guarantees that any Product will achieve any certain level of performance or drilling results.