

# WARRANTY POLICY

ROTOPLASTIC DE CUAUHTEMOC

Rotoplastic de Cuauh témoc grants this warranty against any defects in materials and workmanship of the REIMER brand tank, covered by this warranty. This warranty applies to our entire line of tanks as long as they have not been subject to misuse, negligence, accidents, natural phenomena, improper installation by third parties or repairs by personnel outside ROTOPLASTIC DE CUAUHTEMOC. The final consumer accepts and acknowledges that the use of the tank is installed in accordance with the recommendations contained in the Installation Guide and the Maintenance Guide. Likewise, the final consumer who needs to validate the warranty must send to [calidad@gruporeimer.mx](mailto:calidad@gruporeimer.mx) or call 625 586 5034 ext. 106 or 625-120-20-58 in order to send the proof of purchase, this warranty policy duly completed and sealed to wait for the authorization of its physical review and go personally to the headquarters in Cuauh témoc Chih. To request the physical change of the tank must be done within 30 calendar days after it was requested by the final consumer.

Likewise, the end consumer accepts and acknowledges that Rotoplastic de Cuauh témoc must validate that the physical change of the tank is due to manufacturing defects or hidden defects, therefore the warranty and consequently, the physical change of the tank will not proceed for damages caused by, but not limited to: external agents, misuse, use other than that for which it is intended and/or designed, negligence, accidents, natural phenomena, improper installation by third parties and/or repairs by personnel other than Rotoplastic de Cuauh témoc.

## Procedure to validate the warranty:

1. To make the warranty valid, it is required the presentation directly to ROTOPLASTIC DE CUAUHTEMOC's plant, of this policy duly filled out with the owner's data, address and data of the purchase invoice and the presentation of the product.
2. In the case of the branch or authorized distributor, it shall resolve the claim of the end consumer as soon as possible, except in the case of acts of God or force majeure, including but not limited to: delays in the supply of the tanks.
3. ROTOPLASTIC DE CUAUHTEMOC reserves the right to make an on-site evaluation, if required, for the application or not of the warranty on the tank.
4. ROTOPLASTIC DE CUAUHTEMOC is only responsible for the tank covered by this warranty if it presents defects in materials and workmanship in its manufacture, but not for installations, tanks or equipment of the customer, nor for damages to third parties.
5. This warranty is not valid for damage to the tank if it was not installed and used in accordance with the recommendations contained in the Installation Guide and the Maintenance Guide.
6. This warranty shall only apply to Tanks that have not been subject to, but not limited to: misuse, use other than that for which it is intended and/or designed, abuse, negligence, accidents, natural phenomena, improper installation by third parties or repairs by personnel other than ROTOPLASTIC DE CUAUHTEMOC.
7. Under no circumstances will the warranty be valid if the preventive maintenance recommendations suggested in the different products in the instruction or installation manual have not been followed.
8. The validity of the warranty policy starts from the date of purchase of the product, which must be established in the warranty policy or in the corresponding sales receipt.
9. To make the warranty effective, there are no other requirements other than the presentation of the product, current warranty, proof of sale and the duly completed form.

## Warranty period:

### PRODUCT

TANK (TWO-LAYER AND THREE-LAYER)	5 YEARS
ACCESSORIES (FILLING VALVE 1/2, FLOAT NO. 05, MULTICONNECTOR AND BREATHING TUBE)	5 YEARS

Name/ Company name		Date:	
Capacity	Lts	Tank types	Mark with x Domestic      Industrial
Serial number		Invoice foil	
Initial purchase date		Place of purchase	
Stored product		Address	
Evidence of installation and type of failure in the tank (photo)	Mandatory	Use of the tank	Mark with x Fixed      In transportation
Telephone		Email	
Description and context of information.			

NAME AND SIGNATURE

COMPANY SEAL
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For any dispute, we strictly adhere to the federal consumer protection law.  
[www.gruporeimer.mx](http://www.gruporeimer.mx)