

Vetaphone Sales Terms & Conditions

- Shipment** : Manufacturing delivery times are our best estimate in the quotation date. Upon receipt of order delivery times will be set in accordance with production capacity.
- Packaging** : The Vetaphone Corona treater equipment is shipped pre-assembled for fast and easy turn-key installation. All parts are completely pre-assembled and pre-wired for direct installation at your premises. The complete equipment is 100% tested by our engineers before shipment and shipped in “hard-case” packaging; this ensures absolute assurance that you will receive a high-quality European product. “Hard case” packaging is made of ISPM15 certified wood.
- Validity** : This quotation is valid for a period of 3 months.
The information and data listed in this offer is considered preliminary until confirmed.
- Performance** : The material must be pre-treated at extrusion and boost treated before the converting process. This quotation is only valid if the material is tested and approved in our laboratory. The equipment quoted has been defined according to the specifications provided. Changes in process conditions such as resin blends, additive levels, line speed, film age and/or film wrinkles or other variables may cause performance issues and can lead to inferior surface tension measurements and/or backside treatment. Customer is advised to inform Vetaphone of any undesired issues, failure to do so may adversely affect the warranty of the equipment.
- Installation etc.** : Our technician is available for supervision of electrical and mechanical installation, commissioning, and training on this equipment. Please ask for quotation.
Date of installation must be agreed minimum 4 weeks prior to installation.
- Documentation** : The user manual will be supplied in the language of the country of use. Mechanical and electrical documentation in the English language will follow the equipment. Other languages are available on request.
- System acceptance** : Equipment can be inspected by customer at Vetaphone’s premises during assembly and testing, free of charge.
- Safety** : All quoted equipment complies with the European Machinery Directive and is provided with a CE “Declaration of Conformance” and Declaration of Incorporation certificate. All Vetaphone generators are CE marked and UL Listed. Stations and fans are equipped with UL/UR recognized components and are provided with a CE “Declaration of Incorporation” certificate. The machinery is incomplete and must not be put into service until the machinery is fully incorporated and has been declared in conformity with the requirements of the Machinery Directive 2006/42/EC.
- Warranty** : The Vetaphone equipment is covered by a general warranty for a period of one year from date of start-up in production, but maximum 13 months from date of shipment. The warranty covers defective components, as well as the working hours used by a Vetaphone technician repairing the delivered equipment. Charges for technician transportation and accommodation are not covered.

Please note that any claims related to missing, damaged, or incorrect items must be reported within 30 days of receipt of the goods. After this period, Vetaphone cannot accept claims related to delivery issues.

Our standard warranty remains in effect for product performance and technical support. If you have any concerns upon receiving your order, please contact us immediately so we can assist you. For any questions regarding your order or shipment, feel free to contact our sales team on sales@vetaphone.com

Note

: Please note that this quotation is preliminary until all technical details for your application has been clarified.