

WARRANTY DOCUMENT

Transworld Steel Enterprise, Co., Ltd.

Ball Valve Warranty



1. Warranty Coverage

Transworld Steel Enterprise, Co., Ltd. ("Transworld Steel") provides a warranty for its ball valves for a period of 12 months from the date of shipment. This warranty applies only to products that have been properly installed, used, and maintained according to Transworld Steel's specifications and guidelines.

2. Warranty Terms and Conditions

This warranty will apply only under the following conditions:

- Failure is due to a fault in the manufacture of the product
- The failure is due solely to defects in material or workmanship
- The product has been installed by a qualified technician in accordance with industry standards and Transworld Steel's installation instructions
- The product has been subjected to normal operating conditions within its specified pressure and temperature ratings
- The product has not been modified, altered, or repaired by unauthorized personnel
- If the user repairs, disassembles, or modifies the product, the original warranty may be voided
- Proof of purchase, including the shipment date, must be provided when making a claim
- This warranty applies only to products tested and verified by Transworld Steel to conform to its specifications. If a product is manufactured according to the customer's specific requirements that exceed the recommended usage conditions provided by Transworld Steel (including but not limited to non-recommended temperature or pressure settings, or other functions), it shall be excluded from this warranty coverage

3. Warranty Remedies

If a defect covered under this warranty is found, Transworld Steel will, at its discretion, repair or exchange the defective product with an equivalent product free of charge. All warranty replacements will be shipped to the customer at an agreed-upon location. The customer is responsible for any installation and removal costs associated with warranty claims.

4. Exclusions

This warranty does not cover:

- Use of the product in an unsuitable or improper manner beyond its intended application
- Incorrect or faulty installation, including failure to follow Transworld Steel's provided instructions
- Installation or partial installation by unqualified personnel, including anyone other than a licensed professional or a certified tradesperson
- Normal wear and tear resulting from regular usage over time
- Lack of proper maintenance or complete neglect of required upkeep
- Exposure to chemical, electrochemical, or electrical influences that compromise product integrity
- Use of harsh detergents, abrasive cleaners, or chemicals that may degrade the product finish
- Damage caused by misuse, unauthorized modifications, or operation outside of rated specifications
- Corrosion, erosion, or chemical damage due to environmental or operational factors
- Failures caused by excessive pressure, rapid temperature fluctuations, or exposure to substances beyond the product's designed limits
- Defects or malfunctions resulting from third-party components or accessories not approved or supplied by Transworld Steel
- Failures caused by natural disasters or unavoidable events beyond the control of Transworld Steel, including but not limited to fire, flood, hurricane, tornado, earthquake, or other similar acts of nature
- Any indirect, incidental, or consequential damages, including loss of profits or operational downtime
- Consumable parts such as seals, O-rings, and gaskets, unless failure is due to defects in material or workmanship
- The valve warranty will be void if the center section or individual components are shipped separately and reassembled by the user, as the reassembled unit has not undergone testing or quality assurance by Transworld Steel
- For center sections or individual components, the warranty applies only to defects in materials, or workmanship
- Defects resulting from the malfunction or misuse of external equipment, and not from the product itself

5. Limitation of Liability

In the event that a defect in our product results in bodily injury or tangible property damage to a third party (excluding loss of business or other intangible losses), and a claim for such damages is properly filed and our company is determined to be legally liable, we shall bear the related compensation in accordance with applicable laws and within reasonable limits.

6. Claim Procedure

To make a warranty claim, customers must:

1. Notify Transworld Steel in writing within the warranty period, with a defect description and photos
2. Provide proof of purchase, including the original shipment date
3. Return the defective product or component to Transworld Steel as instructed
4. Allow Transworld Steel to inspect and verify the claimed defect

7. Intellectual Property Rights

All intellectual property rights—including but not limited to patents, trademarks, and registered designs—related to Transworld Steel Enterprise, Co., Ltd. products and documentation are the exclusive property of the company. Any unauthorized use, copying, reproduction, transmission, disclosure, or assignment to third parties is strictly prohibited.

8. Responsibility of the Purchaser/User

The purchaser or end user bears full responsibility for confirming that Transworld Steel products are selected with appropriate specifications and dimensions, and that they are correctly installed, operated, and maintained according to the intended application. It is essential that the user thoroughly reviews the Installation, Operation, and Maintenance (IOM) documentation supplied with the product, and ensures that all relevant personnel and contractors are trained to use the product safely and effectively.

For further assistance or warranty claims, please contact Transworld Steel at:
info@tawdvalve.com

保固文件

緯凡金屬有限公司 球閥產品保固條款



一、保固範圍

緯凡金屬有限公司（以下簡稱「緯凡金屬」）對其球閥產品提供自出貨日起十二（12）個月的保固。此保固僅適用於依據緯凡金屬所提供之規格與指引，正確安裝、使用與維護的產品。

二、保固條件

本保固條款僅於符合下列條件時適用：

- 故障係因產品製造瑕疵所致
- 故障完全歸因於材料或工藝之缺陷
- 產品由合格技術人員依產業標準及緯凡金屬之安裝指引進行安裝
- 產品在額定壓力與溫度範圍內正常操作
- 產品未經授權人員修改、變更或維修
- 如使用者自行維修、拆解或改裝產品，原保固可能失效
- 提出保固申請時，須提供購買證明，包括原始出貨日期
- 經緯凡測試與驗證，並符合其規格標準之產品。若產品係依客戶指定需求製造，且該需求超出原始緯凡所建議之使用範圍與條件（包括非緯凡所建議之溫度、壓力設定範圍或其他功能），則不在本保固涵蓋範圍內。

三、保固處理方式

如確認產品缺陷符合保固條件，緯凡金屬將酌情決定免費修復或更換等值產品。所有保固更換品將寄送至雙方協議地點。客戶須自行負擔與保固申請相關之安裝與拆卸費用。

四、保固除外責任

本保固不適用於以下情況：

- 產品使用方式不當或超出原設計用途
- 錯誤或不正確的安裝方式，包括未依緯凡金屬提供之安裝說明
- 非合格人員（非持證技師或認證技工）進行安裝或部分安裝
- 正常使用下之自然磨損
- 未進行必要保養或完全忽略維護
- 接觸可能破壞產品結構之化學性或電性因素
- 使用強烈清潔劑、研磨性清潔劑或損害產品表面的化學品
- 因誤用、未授權改裝或超出規格操作所致之損壞
- 因操作或環境因素導致的腐蝕、侵蝕或化學損害
- 因過度壓力、急遽溫度變化或接觸超出設計極限之物質而造成的失效
- 使用非緯凡金屬認可或提供的第三方零件或配件所導致之問題
- 因天災或不可抗力事件造成之損害
- 任何間接、附帶或衍生性損失，例如營運中斷或利潤損失
- 消耗性零件（如密封圈、O型環、墊片），除非因材料或工藝缺陷所致
- 若中心段或個別零件單獨出貨並由使用者自行重新組裝，該閥門將不適用保固，因其未經緯凡金屬測試與品質驗證
- 本體或個別零件之保固僅適用於材料或工藝上之缺陷
- 因外部設備故障或誤用所導致的缺陷，而非產品本身所產生的缺陷，恕不在保固範圍內

五、責任限制

若本公司產品存在缺陷，並因此導致第三方發生人身傷害或有形財產損失（不包含營業損失或其他無形財產損失），且依法經提出並應由本公司承擔賠償責任時，本公司將依法律規定，在合理範圍內負責相關賠償事宜。

六、保固申請程序

提出保固申請時，客戶須：

1. 於保固期限內以書面（含照片及描述）通知緯凡金屬
2. 提供購買證明，包括原始出貨日期
3. 按照指示將有缺陷之產品或零件退回緯凡金屬
4. 配合緯凡金屬進行檢驗與缺陷確認

七、智慧財產權

所有與 Transworld Steel Enterprise, Co., Ltd. 之產品與文件相關之智慧財產權，包括但不限於專利、商標及註冊設計，均為本公司之專有財產。未經授權，不得使用、複製、重製、傳輸、揭露或轉讓予第三方，違者必究。

八、購買者 / 使用者之責任

購買者或最終使用者應全面負責確認所選擇之緯凡金屬產品符合其應用需求，包括正確的規格與尺寸配置，並確保安裝、操作及維護皆依照正確程序執行。使用者亦應詳閱隨產品提供之安裝、操作與維護（IOM）說明文件，並確保相關員工與承包商皆接受妥善訓練，以確保產品之安全與有效使用。

如需進一步協助或提出保固申請，請聯絡：
info@tawdvalve.com