

Agrim Projects Services – Return & Warranty Policy

Effective Date: July 2026

At **Agrim Projects Services**, we are committed to providing high-quality industrial machinery, equipment, and consumables to support your operational needs. Because we deal primarily in specialized industrial goods, our return and warranty policies are structured to reflect manufacturer standards and the technical nature of our products.

Please review our policies regarding machinery, consumables, and accessories below:

1. Machinery and Industrial Equipment Policy

- **No Returns/Refunds:** Agrim Projects Services does not accept returns, exchanges, or refunds on any heavy machinery, industrial equipment, or power tools once the sale is finalized and delivery is executed.
- **Manufacturer Warranty:** All machinery supplied by Agrim Projects Services is covered exclusively by the official warranty terms and conditions provided by the respective manufacturer.
- **Repair & Service:** In the event of a mechanical or technical defect during the designated warranty period, the machine will be repaired in accordance with the manufacturer's warranty terms. Customers must provide proof of purchase and adhere to the operational guidelines specified by the manufacturer to claim warranty repair services.

2. Consumables & Welding Consumables Policy

We understand the precision required for industrial consumables. Returns or replacements for these items are subject to the following strict criteria:

- **7-Day Window:** Requests for replacement must be initiated within **7 calendar days** from the date of purchase.
- **Unopened & Unused:** Items (including welding electrodes, wires, fluxes, and chemical agents) will only be accepted for replacement if the original packaging remains **entirely unopened, undamaged, and sealed**.
- **No Replacements on Opened Packages:** If the protective packaging, vacuum seal, or box has been opened, broken, or tampered with, the item is strictly non-returnable and non-replaceable due to industrial safety and quality control standards.

3. Accessories Policy

- **No Returns on Used Accessories:** Industrial accessories, attachments, and spare parts cannot be returned or replaced if the packaging has been opened, or if the item shows any signs of installation or use.
- **Defect Verification:** If an accessory is determined to have a genuine manufacturing defect prior to use, handling will be governed by the standard manufacturer defect policy.

4. How to Initiate a Claim or Request Repair

For warranty service requests or eligible consumable replacements, please contact our support team with your original invoice details:

- **Email:** main@agrimprojects.com
- **Phone:** +96566976206
- **Office Address:** A12, Al Habdan Towers, Mangaf, Kuwait

Agrim Projects Services reserves the right to inspect all returned consumables and accessories to verify packaging integrity before authorizing a replacement