



RETURNS POLICY

For returns, standard lengths as shown in the catalogue (mostly 1000mm and 2250mm but not exclusively) can typically be returned for a small restocking/handling fee so long as they are in a new condition. Other lengths are usually manufactured to order and are therefore less likely to be accepted back.

PRODUCT WARRANTY

Kilargo Pty Ltd does its utmost to ensure that all technical information and recommendations are based on factual research, backed up by a wealth of practical experience. Published data is given in good faith but we urge users to determine for themselves the suitability of the products offered, for their own particular application.

For this project, all Kilargo products are guaranteed for two years from the date of sale, against any defects in materials or workmanship and will be replaced without charge in any such case, provided our recommendations have been followed and the seals have been fitted in accordance with the relevant published instructions.

Since the actual fitting of the seals and the conditions of service are beyond our control, no liability can be accepted beyond the above commitment to replace defective goods.

CARE AND MAINTENANCE

Kilargo Pty Ltd recommends that its seals are installed in accordance with the installation instructions provided.

Seals are to be inspected at regular intervals and, adjusted in accordance with instructions provided to ensure correct operation. Worn or damaged seals should be replaced to maintain optimum sealing performance.

We recommend cleaning at periodic intervals, using warm water mixed with mild detergent and wiping lightly with a soft cloth or sponge. Harsh chemicals and solvents should be avoided at all times as they could damage the seals.