

JoJo Pump Warranty

Please read this document in conjunction with the consumer protection act.

Warranty of Quality

JoJo warrants its pumps to the original end-user purchaser to be free of defective materials and workmanship under normal use for a period of 12-months from the date of purchase from approved retail outlets and distributors. This warranty applies only to products which are used in accordance with all maintenance and operation instructions provided by JoJo (section 55, 56 & 57 of the CPA).

1. To be eligible for warranty repair or replacement, the pump must be promptly returned to point of purchase together with original proof of payment.
2. JoJo shall not be liable for any loss, damage, or expense directly or indirectly related to or arising out of the use of this product, including damage or injury caused to other products, machinery, buildings, or property.
3. Furthermore, JoJo shall not be liable for consequential damages, including, without limitation, lost profits, loss of time, inconvenience, loss of liquid being pumped, and/or loss of production.
4. This warranty does not obligate JoJo to bear any cost of removal, installation, transportation, or other charges which may arise in connection with a warranty claim.
5. Claimant shall not be entitled to repair or replacement under this warranty if in the judgement of JoJo the product or any of its components have been;
 - (a) tampered with, disassembled (unless as per specific instruction message relevant to peripheral pumps and clearly displayed on fan cover), repaired or altered (except as may be authorised by JoJo in writing);
 - (b) subjected to misapplication, misuse, neglect or accident; or
 - (c) used to pump liquids for which the pump was not designed, which may attack or harm the materials used in construction of the product, or which may otherwise harm the operation of the product.
6. The warranty shall not apply to repairs or service necessitated by normal wear and tear or for lack of reasonable and proper maintenance.

Important

This is JoJo's sole warranty and is in lieu of all other warranties, express or implied, including all warranties of merchantability or fitness for a particular purpose, which are hereby excluded. No distributor or other person is authorised to assume any liability or obligated for JoJo other than expressly provided herein.

Return Policies & Procedures

Refunds

Within 5 days; as part of the cooling off clause (section 16 of the CPA), the pump may be returned within 5 days after being purchased, provided that it is still within the original packaging, unused, and in the original condition.

Within 10 days; the consumer has the right to return the pump if it does not meet the purpose intended for (section 20 of the CPA) within 10 days after being purchased. Provided that it meets the requirements as specified in section 5 above. In this instance the pump will need to be returned to JoJo for an evaluation, after which an inspection report will be provided confirming whether it meets the necessary requirements.

Returns/Repairs

Within 12 months; should the pump not operate as specified, or cease to do so within 12 months after being purchased, the return procedure works as follows:

- **Return the pump to the store where the purchase was made**, together with the proof of purchase (to confirm that it is within the 12-month warranty period). Please ensure that the condition of the pump is as specified in section 5.
- **The store will send the pump to the nearest JoJo factory for an evaluation.**
- **The pump will then either be repaired** (if repairable) and warranted with a minimum of three months, or the balance of the 12-month period, whichever is the greatest; **or**
- **The pump will be exchanged** (this only applies if the pump is non-repairable, and a replacement pump will be provided by JoJo).
- The evaluation (once the pump is sent back to JoJo), repair/exchange and delivery to the store will take place **within 14 days.**