



Since 2003

SUBLIME INDUSTRIES

Manufacturing of : Submersible Pump set, Monoblock pump set
& shallow well pumps set etc.

Terms and Conditions for Sublime Industries

Effective Date: January 29, 2026

- 1. Acceptance of Terms** By accessing the Sublime Industries website or engaging with our official WhatsApp Business account, you agree to be bound by these Terms and Conditions. These terms govern the purchase of our water pumps, submersible pumping systems, and the use of our digital communication channels. If you do not agree with any part of these terms, you must refrain from using our services.
- 2. Product Specifications and Usage** Sublime Industries specializes in the manufacture of high-performance water pumps. While we strive for absolute accuracy in our digital catalogs and WhatsApp communications, technical specifications (such as flow rate, head, and power consumption) are subject to change due to continuous product innovation. It is the responsibility of the buyer to ensure the selected pump model meets their specific site requirements.
- 3. WhatsApp Communication and Consent** By providing your mobile number and opting in, you explicitly authorize Sublime Industries to communicate with you via the WhatsApp Business Platform. This includes receiving automated messages, price quotes, technical brochures, and order status updates. You acknowledge that standard data rates from your mobile carrier may apply to these communications.
- 4. User Conduct and Prohibited Use** When interacting with our team via WhatsApp or our web portals, users agree to provide accurate and truthful information. Any misuse of our communication channels, including the transmission of spam, viruses, or defamatory content, is strictly prohibited. Sublime Industries reserves the right to block any user who violates these standards of conduct.

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sales@sublimeindustries.in



+91 9873 9072 42



www.sublimeindustries.in



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5. **Quotations and Pricing** All price quotes shared via WhatsApp or email are valid for the period stated on the quotation. Due to fluctuations in raw material costs (such as copper and stainless steel used in submersible pumps), Sublime Industries reserves the right to adjust pricing for any order not yet confirmed by a formal purchase order and advance payment.

6. **Warranty and Liability** Our submersible pumps are covered by a limited manufacturer's warranty against defects in materials and workmanship. This warranty is void if the pump is improperly installed, operated without a starter/control panel, or used in conditions (such as dry running) for which it was not designed. Sublime Industries shall not be liable for any consequential damages resulting from pump failure.

7. **Intellectual Property** All content shared through our digital platforms, including pump designs, technical drawings, brand logos, and media files, are the intellectual property of Sublime Industries. Unauthorized reproduction or distribution of these materials for commercial purposes without our written consent is strictly prohibited.

8. **Opt-Out and Termination** Users have the right to terminate their subscription to our WhatsApp updates at any time. By replying with "STOP", you will be removed from our automated messaging list. Sublime Industries also reserves the right to terminate access to our digital services for any user found in breach of these Terms and Conditions.

9. **Limitation of Liability** Sublime Industries provides digital information on an "as-is" basis. While we take every precaution to ensure our messaging is secure and accurate, we are not responsible for any delays in communication caused by third-party network failures (e.g., WhatsApp outages) or for technical errors beyond our reasonable control.

10. **Governing Law and Jurisdiction** These Terms and Conditions are governed by and construed in accordance with the laws of the jurisdiction where Sublime Industries is registered. Any disputes arising from the use of our services or the purchase of our products shall be subject to the exclusive jurisdiction of the local courts in that region.

