



UG MINING SOLUTIONS (PTY) LTD

Your Underground Mining Partner

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UG Mining Solutions (PTY) Ltd – Warranty & Returns Policy

UG Mining (Pty) Ltd, provides a full warranty on the safety critical products supplied for roof support. All materials are provided with test certificates, tracing material to the raw material supplier, Mittal Steel, SA. The split sets are provided with strict adherence to the international specification to SUPAFORM S420, please refer to the specification provided.

Warranty:

UG Mining (Pty) Ltd, through our partnership with the OEM for raw material offer a warranty of 24 months from Invoice date against manufacturing workmanship of the split sets.

UG Mining (Pty) Ltd, through our partnership with the OEM offer a warranty of 24 months from Invoice date against manufacturing workmanship of the mining mesh.

Return Policy:

Should there be any nonconformance on the material chemical, physical or dimensional tolerances on the product supplied, UG Mining (Pty) offers a full replacement free-of-cost to the Client with all costs to be born on the company UG Mining (Pty) Ltd. This is based on the promise that as all roof support is safety critical related, there will be no deviation at all from the specifications.

