

## RMA TERMS & CONDITIONS

### DEFINITIONS

- **Credit Returns:** Items originally purchased but no longer required being returned for credit.
- **Advance Replacement:** Item issued to client before they return a suspected faulty item.
- **Standard Replacement:** Item issued to client when suspected faulty item has been returned to us prior to us supplying a replacement.

### 1 CREDIT RETURNS

Items purchased and no longer required may be returned for full credit subject to the following criteria:

- 1.1 The item must be an ES-stock item.
- 1.2 The item must be returned within 60 (sixty) days.
- 1.3 The item must be unused and in its original packaging.
- 1.4 No refunds will be given. Credit will be passed on accounts, or a voucher will be issued for COD customers.

Technoswitch may, at our sole discretion, accept items that do not meet the above criteria back for credit. In these cases a handling fee, as determined by Technoswitch after inspection of the items, will be charged.

### 2 WARRANTY RETURNS

#### 2.1 Standard Replacement

- 2.1.1 Suspected faulty items returned to Technoswitch that are still under warranty, will be handled as follows:
  - i) Where possible, and as a first resort, Technoswitch will test and repair the item.
  - ii) Alternatively, and at Technoswitch's discretion, a replacement item will be supplied free of charge for valid warranty claims.
- 2.1.2 Any visual damage will nullify the warranty claim and the following will apply:
  - i) For all local and imported OVPs (Outside Vendor Products) a standard replacement will need to be invoiced out at normal selling price.
  - ii) For all Technoswitch manufactured products a standard replacement PCB will be invoiced at the greater of R350.00 or 25% of list price of the respective product; provided the faulty PCB is repairable.
  - iii) Should no replacement components be available, or if the faulty PCB is not repairable, a new product will be invoiced out at normal selling price.

#### 2.2 Advance Replacement

- 2.2.1 Technoswitch will under certain conditions supply an Advance Replacement item subject to the following:
  - i) The Advance Replacement will be invoiced out at normal selling price
  - ii) Upon receipt of the faulty product, a full credit will be passed; provided the warranty is confirmed and there is no physical damage to the product.
  - iii) Any physical damage will result in the warranty claim being denied.

### **3 OUTSIDE WARRANTY RETURNS**

- 3.1.1 Suspected faulty items returned to Technoswitch that are no longer under warranty, will be handled as follows:
- i) Technoswitch will test and repair the item if possible. Applicable repair costs will be as detailed in REPAIRS below.
  - ii) Should the item not be repairable, a new item will be invoiced out at normal selling price.

### **4 REPAIRS**

Any faulty product that is outside of warranty, or where a warranty claim has been declined, may be returned for repair. If repairable, the associated repair costs will be calculated as indicated below.

#### **4.1 Technoswitch Manufactured Products**

Repairs to Technoswitch manufactured products will be charged at the greater of R350.00 or 25% of list price of the respective product.

#### **4.2 Local OVP Products**

Repairs to local OVP products will be charged at the greater of R350.00 or the actual repair cost charged by the manufacturer.

#### **4.3 Imported Products**

- 4.3.1 Repairs to imported products will be charged at the greater of R750.00 or the actual repair cost charged by the manufacturer.
- 4.3.2 In all of the above cases the following will apply:
- i) No repairs will be undertaken without a formal PO for account customers.
  - ii) COD customers must pay the minimum charge upfront.
  - iii) A 3 (three) month period is allowed for the collection of either repaired product or product returned where the repair costs have not been accepted by the customer. Once this time period has lapsed, Technoswitch will take ownership of the product/s to offset costs incurred.
  - iv) A minimum charge of R350.00 will be applicable per product returned for investigation or testing.

### **5 GENERAL**

- 5.1 Technoswitch will not be liable for any damage or loss to goods.
- 5.2 Repair items must be returned in their original packaging where possible in order to minimise any further damage while in transit.
- 5.3 PCBs must be wrapped in anti-static material.