

# Sinetech c.c. Limited Warranty

Sinetech c.c. warrants its full range of products against defects in workmanship and materials, fair wear and tear accepted, for a period of 1 (one) year from the date of delivery/collection for all equipment with the exception of generator sets which are warranted for a period of 1 (one) year or 2000 hours whichever comes first from the date of delivery; and is based on a bring-in-basis where the equipment is of a size that it can be brought into Sinetech's workshop. Where the size and installation of the product makes it impractical to bring-in to our workshops, Sinetech c.c. reserves the right to charge for travel time and kilometers travelled to and from the site where the product is installed. During this warranty year period, Sinetech c.c. will, at its own discretion, repair or replace the defective product free of charge. This warranty will be considered void if the unit has suffered any physical damage or alteration, either internally or externally, and does not cover damages arising from improper use such as, but not exclusive to :

- Reverse of battery polarity
- Inadequate or incorrect connection of the product and/or of its accessories
- Mechanical shock or deformation
- Contact with liquid or oxidation by condensation
- Use in an inappropriate environment (dust, corrosive vapour, humidity, high temperature, biological infestation.)
- Breakage or damage due to lightning, surges, spikes or other electrical occurrences
- Connection terminals and screws destroyed or other damage such as overheating due to insufficient tightening of terminals
- When considering any electronic breakage except due to lightning, reverse polarity, over-voltage, etc. the state of the internal control circuitry determines the warranty

This warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone else than Sinetech c.c. or one of its authorised Qualified Service Partners. In order to qualify for the warranty, the product must not be disassembled or modified. Repair or replacement are our sole remedies and Sinetech c.c. shall not be liable for damages, whether direct, incidental, special, or consequential, even caused by negligence or fault. Sinetech c.c. owns all parts removed from repaired products. Sinetech c.c. uses new or re-conditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Sinetech c.c. repairs or replaces a part of a product, its warranty term is not extended. Removal of serial nos. may void the warranty.

All remedies and the measure for damages are limited to the above. Sinetech c.c. shall in no event be liable for consequential, incidental, contingent or special damages, even if having been advised of the probability of such damages. Any and all other warranties expressed or implied arising by law, course of dealing, course of performance, usage of trade or otherwise, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to a period of one (1) years from the date of purchase.

## Life Support Policy

As a general policy, Sinetech c.c. does not recommend the use of any of its products in life support applications where failure or malfunction of the Sinetech c.c. product can be reasonably expected to cause failure of the life support device or to significantly affect its safety or effectiveness. Sinetech c.c. does not recommend the use of any of its products in direct patient care. Sinetech c.c. will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to Sinetech c.c. that the risks of injury or damage have been minimised, the customer assumes all such risks, and the Liability of Sinetech c.c. is adequately protected under the circumstances.

**CAUTION:** Our products are sensitive equipment. While all care is taken by us to dispatch goods with adequate packaging, Sinetech c.c. is not responsible for any damaged caused to products after they have left our premises. Semi-sealed batteries have to be transported upright and must not be put on their side. Please ensure that your transport company or delivery team is aware of the sensitivity of the products they are collecting.

**Goods return policy :** The following terms apply to returns of items purchased from Sinetech :  
We require the following information :

1. Details of the item(s) you would like to return.
2. Our invoice number.
3. The reason for the return.

- Sinetech must be notified within 7 days of your intention to return the goods which were purchased.
- All items returned will be inspected prior to refund. If our technicians are not immediately available, the goods will have to be left with us until such time as a technician is available to check the items.
- Proof of purchase is required for all returns.
- The price paid by the customers is the price on which the refund is based.
- Items purchased can be returned for a refund, replacement or exchange, provided proof of purchase is provided and subject to all other conditions as set down here.
- All returns may be subject to an administration and handling fee of 10% of purchase price plus VAT.
- Returns are based on a bring-in basis.

Returns will be refused in the following circumstances:

- Where an item has been tampered with, altered or damaged in any way including the original packaging
- Where a return is deemed to be unreasonable, this will be referred to management.

## Severability

If a part of the terms and conditions set out above is held invalid, void or unenforceable due to any particular national or international legislation, it shall not affect other parts of the terms and conditions remaining.