

ROBOGUARD LIMITED WARRANTY FOR ROBOGUARD PRODUCTS, ACCESSORIES AND SOFTWARE PURCHASED IN SOUTH AFRICA

What Does this Warranty Cover?

Subject to the exclusions contained below, Roboguard warrants its roboguard products ("Products"), roboguard-branded or certified accessories sold for use with these Products ("Accessories"), and roboguard software contained on CD-Roms or other tangible media and sold for use with these Products ("Software"), to be free from defects in materials and workmanship, under normal consumer usage for the period(s) outlined below.

Products covered

This limited warranty is a consumer's exclusive remedy, and applies as follows to new Products, Accessories and Software purchased by consumers in the South Africa, which are accompanied by this written warranty.

Length of coverage

Products as defined above.

One (1) year from the date of purchase by the first consumer purchaser of the product, ten (10) years from the date of purchase by the first consumer for the plastic housing and lenses, provided the outer UV lens has been permanently in place.

Accessories as defined above.

One (1) year from the date of purchase by the first consumer purchaser of the product.

Products or Accessories that are Repaired or Replaced.

The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

Software as defined above.

Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk) ninety (90) days from the date of purchase.

What is not covered? (Exclusions)

Normal Wear and Tear.

Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries.

Only batteries whose fully charged capacity is below 80% of their rated capacity, out of box, and batteries that are leaking, out of box, are covered by this limited warranty.

Abuse & Misuse.

Defects or damage that result from:

- (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse;
- (b) abnormal contact with liquid, water, rain or extreme humidity, sand, dirt or the like, extreme heat, chemicals or food;
- (c) use of the Products or Accessories in abnormal environments or subjecting the Product or Accessory to abnormal usage or conditions;
- (d) Termite or insect infestation; or
- (e) other acts which are not the fault of roboguard, are excluded from coverage.

Use of Non-roboguard Products and Accessories.

Defects or damage that result from connection to or the use of non-roboguard branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification.

Defects or damages resulting from service, testing, adjustment, installation, electrical connection, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than roboguard, or its authorized service centers, are excluded from coverage.

Altered Products.

Products or Accessories with

- (a) serial numbers or date tags that have been removed, altered or obliterated;
- (b) broken seals or that show evidence of tampering;
- (c) mismatched board serial numbers; or
- (d) nonconforming or non-roboguard housings, antennas, or parts, are excluded from coverage.

Communication Services.

Defects, damages, or the failure of Products, Accessories or Software due to any radio interference from other electromagnetic sources, permanent or transient.

Software Embodied in Physical Media and Embedded in Products.

No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Software NOT Embodied in Physical Media.

Software that is not embodied in physical media (e.g. Software that is downloaded from the internet), is provided "as is" and without warranty.

Detection

No warranty is made that the product will detect intruders under all circumstances neither is a warranty provided that the product be able to function without false alarming in all environments.

Future Compatibility

No warranty is made that the Products, Accessories or Software will be compatible with future Products, Accessories or Software manufactured by roboguard.

Who is covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What will Roboguard do?

Roboguard, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No coding of the Product, Accessory or Software, will be maintained.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please call: roboguard on (031) 368 1466 or visit us online at <http://www.roboguard.co.za>. You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to Roboguard. To obtain service, you must include:

- (a) a copy of your receipt, bill of sale or other comparable proof of purchase;
- (b) a written description of the problem;
- (c) the name of your service provider, if applicable;
- (d) the name and location of the installation provider (if applicable) and, most importantly;
- (e) your address and telephone number.

Roboguard will return the product at our expense.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL ROBOGUARD BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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