

Electronic Design and Repairs:

Terms and conditions of sale.

1. Prices

Prices are subject to adjustment for variations in the ruling exchange rate and /or customs duties and surcharges. Prices are further subject to change without notice where additional costs are incurred beyond the reasonable control of the company. It is the service provider/re-seller/end-users/ responsibility to confirm prices before placing an order. CRS Computer repair services will not be held responsible for any loss incurred as a result of incorrect orders or prices quoted. All prices are quoted ex-works. CRS Computer repair services reserve the right to insist on a 30% deposit on extraordinary big orders upon the presentation of a bill of laden on imported products.

2. Discount

Discount is subject to confirmation with CRS Computer repair services cc. Extraordinary discounts must be confirmed in writing.

3. Warranty (New products)

All new products are warranted under the manufacturers warranty against defective materials, workmanship and/or failure for a period of 12 months (Except where otherwise noted in the current quote) from the date of original invoice/delivery and products will be replaced/repaired without charge subject to the conditions below.

- a. The products are returned properly packaged including all cables etc.
- b. The user/end-user/re-seller/service provider/service technician has not modified the product(s) in any way.
- c. The product(s) have not been used for any purpose other than that of which they were designed for.
- d. The damage is not caused through force majeure, lightning and/or power surges or negligence on the part of the user/end-user/re-seller/service provider or service technician.
- e. A copy of the original invoice with a full description of the defect is supplied with the faulty product.
- f. It is specifically understood that CRS shall under no circumstances be responsible for any consequential loss or damage resulting from the product being defective.

4. Warranty (Refurbished products)

All refurbished products are warranted under the supplier's warranty against defective materials, workmanship and/or failure for a period of 3 months (Except where otherwise noted in the current quote) from the date of original invoice/delivery and products and products will be replaced/repaired without charge subject to the conditions below.

- a. The products/modules are returned properly packaged including all cables etc.
- b. The user/end-user/re-seller/service provider/service technician has not modified or stripped the product(s) in any way.
- c. The product(s) have not been used for any purpose other than that of which they were designed for.

CRS

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- d. The damage is not caused through force majeure, lightning and/or power surges or negligence on the part of the user/end-user/re-seller/service provider or service technician.
- e. A copy of the original invoice with a full description of the defect is supplied with the faulty product.
- f. It is specifically understood that CRS shall under no circumstances be responsible for any consequential loss or damage resulting from the product being defective.
- g. CRS warrants each product to be free from defect in workmanship and materials for 3 months from date of shipment. Arrange with CRS to have any product found defective under normal use during this three (3) month period to be returned to CRS where it will be repaired or replaced. CRS shall not be liable for transportation, installation, or consequential damages. CRS makes no other warranty expressed or implied.

5. Repairs

CRS Computer repair services PTY is a South African based company and all products will be repaired or refurbished in South Africa. Extraordinary big products i.e. ATM's, kiosks, industry and mining equipment must be diagnosed on site and only the faulty module returned to CRS unless specified otherwise.

CRS reserves the right to investigate all faulty modules/PCBs/terminals before authorizing a warranty repair/swap out. Repairs or recalibration of products are made at CRS. Before returning any product, however, please contact CRS for a Return Material Authorization (RMA). When requesting an RMA, you will need to provide the model number, serial number, and as much information as possible about the nature of the difficulty or reason for return.

Once a repair or return has been approved, it will be issued an RMA number which must accompany the unit being returned. Estimates of repair charges are submitted to the customer before any work is done, unless otherwise directed. Returns must be shipped prepaid to CRS.

Once a module/PCB/terminal has been repaired/replaced and returned to the customer. It is up to the user/end-user/re-seller/service provider or service technician to verify that there are no secondary faults i.e. shorts on the ATM/Terminal/System causing the module to fail a second or third time. Should a module/PCB/terminal fail upon installation it will not be covered under warranty.

6. Returns Policy

Product(s) returned to CRS are subject to the following conditions.

- a. The products(s) are returned within seven days of purchase. Credit on return items will be subject to a 15% handling fee.
- b. The products are returned in the original packaging complete and without damage in any way. CRS reserves the right not to except product(s) deemed to be unsuitable for return.
- c. A copy of the original invoice and full details of the reason be faxed to CRS for approval.
- d. On return approval, accounts will be credited and COD payments refundable. Please note that COD refunds require 48h notice for a cheque to be issued.
- e. Returns must be shipped pre paid to CRS.

7. Loan Policy

Loan product(s) will be supplied entirely at the discretion and approval of CRS management .The maximum period is 7 days. On receipt of evaluation order and subsequent approval, the product(s)

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will be invoiced to the user/end-user/re-seller/service provider. The user/end-user/re-seller/service provider is responsible for returning all loan equipment on due date and with original packaging and in good condition. If goods on loan are not returned by the due date, the invoice will automatically take effect and payment will become due. Loans will not be allowed to users/end-users/re-sellers/service providers without approved credit facilities or where accounts are over terms. All loan equipment requires 24hours (if ex-stock) to be prepared.

8. Delivery and stocking policy

Every effort is made to maintain delivery dates offered, however, no liability whatsoever can be accepted for any consequential loss or damage occasioned by variation in practice from these delivery dates for whatever cause. Although it is endeavored to ensure ex-stock delivery of commodity products, delivery will be subject to availability of stock.

All products are legally your property when picked up by the carrier. Therefore, any damage incurred during shipment must be settled between the customer and the carrier

9. Cancellation

Cancellations of an excepted order shall be made in writing. In the event of a specific product(s) being ordered on behalf of the user/end-user/re-seller/service provider and/or the cancellation being received after 7 (seven) days of the order date, a cancellation fee of 10% will be charged.

10. Payment

Payment is strictly COD unless agreed in writing otherwise. The customer shall pay the amount on the tax invoice and is not entitled to withhold payment for any reason whatsoever. CRS reserves the right to sell equipment or goods to defray costs on all overdue accounts.

The customer agrees that interest shall be paid on the monies owed to CRS at the maximum legal interest rate by law, and if no maximum amount is permitted in law, at a rate of 10% above the prime lending overdraft rate as charged by bankers of CRS from the date they fall due.

11. Technical support

Technical support on the products is available telephonically from CRS. On-site support nationally and internationally is also available. This is a billable service and requires an order number to be issued by the user/end-user/re-seller/service provider.

12. General

No relaxation or indulgences granted by CRS shall be deemed to be a waiver of any of the rights of CRS and such relaxation or indulgences shall not be deemed a novation of any of these terms and conditions.

It is agreed that the address of the customer's principle place of business shall be the domicilium citandi et executandi for all purposes, whether in respect of court process, notices or other documents or communication, of whatever nature.

Without derogating from the provisions of paragraph 6 unless the customer advises in writing within seven (7) days of delivery of the goods of any defects in the goods, the goods shall be deemed to have been delivered to the customer in perfect condition and the customer shall not be entitled to

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return the goods and claim a reduction of the purchase price on the grounds that the goods were defective.

CRS shall not be responsible for any loss or damage whatsoever caused to the property of the customer or nay third party as a result of any defect in the merchandise whether patent or latent, and the customer indemnifies CRS against any claim made against it by any third party arising out of such defects.

The terms and conditions contained herein constitute the entire agreement between the parties and no amendment or variation or consensual cancellation shall be of ay force and effect unless reduced to writing and signed by both CRS and the customer and shall not be capable of rectification by a Court of Law.

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