

FLEETCAM (PTY) LTD WARRANTY

This limited warranty extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by the invoice number from the transaction through which the warranted product was purchased. **The invoice number serves as your warranty number and must be retained.** Fleetcam (Pty) Ltd will offer no warranty service without this number.

Fleetcam (Pty) Ltd warrants this product and its parts against defects in materials or workmanship for **twelve months labour and parts** from the original installation date. Hard Drives and SD Cards are supported with a **thirty day warranty** from the original installation date. During this period, Fleetcam (Pty) Ltd will repair or replace defective parts at Fleetcam (Pty) Ltd's option, without charge to the Client.

Freight, travelling and call out charges incurred by Fleetcam (Pty) Ltd from returns or revisits (at the original place of installation) for under-warranty service in the first 30-days will be paid by Fleetcam (Pty) Ltd. All freight, travelling and call out charges both to and from Fleetcam (Pty) Ltd following this 30-day period must be paid by the customer. All returns or revisits, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts (parts installed by Fleetcam (Pty) Ltd at the original system build) replaced by Fleetcam (Pty) Ltd or its authorized service center, become the property of Fleetcam (Pty) Ltd. Any after-market additions or modifications will not be warranted. The customer is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Fleetcam (Pty) Ltd makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to the products other than as set forth below. Fleetcam (Pty) Ltd makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, Fleetcam (Pty) Ltd is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall Fleetcam (Pty) Ltd be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by Fleetcam (Pty) Ltd. It is effective only if the products are purchased and operated in South Africa or any other country in Africa when supplied directly by Fleetcam (Pty) Ltd.
2. This warranty covers only normal use of the product. Fleetcam (Pty) Ltd shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized Fleetcam (Pty) Ltd representative; (iv) damages incurred through irresponsible use, including those resulting from tampering or other non-recommended practices.
3. You must retain your invoice of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. Fleetcam (Pty) Ltd and its Authorized Distributor accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to Fleetcam (Pty) Ltd.
6. All pre-installed software programs are licensed to customers under non-Fleetcam (Pty) Ltd software vendor's term and conditions provided with the packages.
7. This warranty does not cover any third party software or virus related problems.
8. Fleetcam (Pty) Ltd makes no warranty either expressed or implied regarding third-party (non- Fleetcam (Pty) Ltd) software.

Procedures for Obtaining Warranty Service

If repairs are required, the customer must obtain a Ticket number and provide proof of purchase where required. Tickets and services are rendered by Fleetcam (Pty) Ltd and Authorised Distributors only. Any freight, travelling and call out costs after 30 days (starting from the original date of installation or purchase) on any item returned for repair is the customers' responsibility. All returned parts, which are not installed, must have a Ticket number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a Ticket number written on the outside of the package. Ticket numbers are only valid for 30 days from the date of issue.

Should you have any problems with your product, please follow these procedures to obtain the service:

1. Please contact Fleetcam (Pty) Ltd Customer Service at 012-3452917.
2. Please follow the instructions given by Fleetcam (Pty) Ltd scheduling staff to arrange for a technician to complete the repair.
3. Upon arriving on site, Fleetcam (Pty) Ltd will repair or replace your product (at Fleetcam (Pty) Ltd's discretion).

After One-Year Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above. However, you are responsible for freight and travelling charges both ways, current labour costs and the current price of part(s) used in repair will apply.

Technical Support:

012 345 2917

Email – support@fleetcamsa.com

Customer Service:

Pretoria 012 345 2917

Email – service-pta@fleetcamsa.com

Cape Town 087 073 5338

Email – service-ct@fleetcamsa.com

Durban 031 464 8102

Email – service-kzn@fleetcamsa.com

WARRANTY EXCLUSIONS

- Fleetcam (Pty) Ltd does not offer technical support for any software including installed OS or other programs not supplied by Fleetcam (Pty) Ltd.
- Fleetcam (Pty) Ltd accepts no liability for problems caused by after-market software or hardware modifications or additions.
- Fleetcam (Pty) Ltd is not responsible for giving any technical support concerning the installation or integration of any software or component the customer did not pay Fleetcam (Pty) Ltd to install.
- Fleetcam (Pty) Ltd is not responsible for loss of data or time, or with computer hardware failure. Customers are responsible for backing up any data for their own protection.
- Fleetcam (Pty) Ltd is not responsible for any loss of work (“down time”) caused by a product requiring service.
- This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse, and/or abuse, and/or caused by accidents, crashes, jump starting vehicles, faulty vehicle batteries or welding on vehicles. Fleetcam (Pty) Ltd has the option of voiding the warranty if any one other than an Fleetcam (Pty) Ltd technician attempts to service, deinstall or reinstall the product.
- Fleetcam (Pty) Ltd will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at Fleetcam (Pty) Ltd.
- Fleetcam (Pty) Ltd will not be held responsible for typographical errors on sales quotes, sales receipts, repair tickets, or on our website. Fleetcam (Pty) Ltd makes every effort to make sure all information on our website is correct.