

## Claims Procedure

The following procedure must be followed in respect of claims arising from any defect, malfunction, failure or hazardous characteristic of a product and must be read with the applicable product warranty.

1. The Claimant must complete the claim form, available on our website [www.ramauto.co.za](http://www.ramauto.co.za). Please obtain a Claim No. from Veyance Technologies Africa sales office which will be required prior to completing the Claim Form.
2. If it appears that any person or property has been harmed or damaged because of the defect, malfunction, failure or hazardous characteristic of the product, all documents which show the extent and cost of the harm or damage (such as quotations or invoices for repair services) must be attached to the claim form. Information about steps that may have been taken to stop or limit any damage resulting from the defect, malfunction, failure or hazardous characteristic of the product must also be provided.
3. The product must be returned to Veyance Technologies Africa together with the claim form and supporting documents.
4. The above steps must be done within 30 days of the Claimant becoming aware of the defect, malfunction, failure or hazardous characteristic.
5. Once the product has been returned to Veyance Technologies Africa a representative of Veyance Technologies Africa will inspect the product in order to determine whether the product is in fact defective or hazardous or has in fact malfunctioned or failed and if so, whether the defect, malfunction, failure or hazardous characteristic caused harm to a person or damage to property.
6. Once the product, claim form and supporting documents have been inspected, Veyance Technologies Africa will determine whether in fact the product is defective or hazardous or has in fact malfunctioned or failed and if so, will offer to remedy the defect, malfunction or failure and, where applicable, harm suffered by way of the various options available.
7. These options could include, for example, the replacement of the product and will always include remedies given to consumers under the Consumer Protection Act where these remedies are applicable to the facts of the case and where the time for such remedies set out in the Consumer Protection Act, has not run out.
8. In the event that the conclusion of the representative of Veyance Technologies Africa is disputed, the Claimant may appoint an independent person (at his cost) to assess the claim. If this is done and the independent assessor comes to a conclusion different to that of Veyance Technologies Africa representative, the Veyance Technologies Africa representative will re-consider his conclusion and advise whether or not the original conclusion is changed.
9. Claimants will always be entitled to pursue claims in respect of sub-standard, unfit, failed, hazardous, unsafe or defective products as contemplated in the Consumer Protection Act, using the specific mechanisms set out in chapter 3 of the Consumer Protection Act.
10. In order to finalise any resolution or settlement of a claim relating to a defect, malfunction, failure or hazardous characteristic and, where applicable, any resulting harm, the Claimant will be asked to sign a discharge.