

## VTA - Warranty Clause

### Product Warranty

1. Claim Procedure
  - 1.1 If a purchaser wants to claim under any of the warranties below, they must use the claims procedure, available on our website: [www.ramauto.co.za](http://www.ramauto.co.za).
2. Standard Warranty: - Refunds only
  - 2.1 Veyance Technologies Africa warrants that the Products will be free from apparent defect as far as workmanship is concerned.
  - 2.2 If a defect is proven, by way of a written report, then Veyance Technologies Africa will refund the purchase price, less any amounts that may be subtracted by law.
3. Warranties in terms of the Consumer Protection Act 68 of 2008
  - 3.1 Veyance Technologies Africa warrants that all merchandise is suitable for its intended purpose, free from defects and will operate the way it was designed to if it is correctly installed by suitably qualified personnel.
  - 3.2 If the product is unsuitable for its intended purpose, of poor quality, not in good working order, defective, sub-standard or wears out before the reasonable service life of the Merchandise, Veyance Technologies Africa will:
    - Replace the product; or
    - Refund the purchase price.
  - 3.3 When the Product has been accepted for return, the following terms apply:
    - if the original packaging is unopened, there will be no charge;
    - if the product is in its original condition and repacked in the original packaging, a reasonable amount may be charged for:
      - use of the Merchandise; and
      - necessary costs associated with restoration of the Merchandise for restocking.
  - 3.4 The purchaser's right to claim under this warranty is limited to:
    - for unsuitability - 10 days from purchase; and
    - claims for defects - six months from date of purchase or from date of the purchaser becoming aware of the defect.
  - 3.5 No warranty is given with regard to ordinary wear and tear on the Goods.
  - 3.6 Veyance Technologies Africa will provide purchaser's with the above remedies only as far as is provided for in the Consumer Protection Act 68 of 2008 as far as the warranties in this clause 3 is concerned.