

PLEASE TAKE NOTE

ASTEK GOODS REPAIR / RETURN / EXCHANGE POLICY

- 1. NO EXCHANGE, CREDIT OR REFUND WILL BE DONE WITHOUT THE ORIGINAL INVOICE BEING PRESENTED TO ASTEK**
1a: No exchange, credit or refund will be done under any circumstances if the product was tampered with eg: power cord cut, marked, scratched, dirty, etc
- 2.** No goods will be accepted for return/ exchange and/or refund by Astek after the lapse of 7 days of receipt
- 3.** The customer acknowledges the right of returned goods within 7 days for credit or refund to be returned in the original condition and original packaging. (A 10% handling fee will be levied for goods supplied and returned after 24 hours. This applies to incorrect goods purchased or supplied. A 20% handling fee will be levied if packaging is not in the original form, damaged or dirty. *(Not in a new resalable condition)*)
- 4. OUT OF BOX FAILURE: Products installed correctly but not working and returned within 24 hours after installation**
- 5.** An installation running for longer than 1 day is deemed not to be a failure out of box and has to be tested. To speed up the process, all exchanges will be invoiced to the client and a credit will be passed once the test results confirm a manufacturers fault
- 6.** All electronic goods will be tested before any exchange, credit or refund will be issued
- 7.** Astek will not be held liable for any loss or costs incurred due to the failure of a product once installed or for any damages suffered by the customer or a third party due to the malfunction of products purchased whether or not the correct installation was followed or the product has been materially altered or has been used contrary to the instructions given by Astek or the suppliers to Astek
- 8.** Astek will not be held accountable for any incorrect installations of electronic goods near other electrical installations that can interfere/damage or corrupt item/s sold
- 9.** All new products except batteries and power supplies carry a one year warranty
- 10.** A repair or exchange of a product within the warranty period will carry a warranty period of three months
- 11.** Any damages caused by abuse, misuse, unauthorized modifications, tampering, any acts of god or force majeure, incorrect installation, insect infestation, liquid damage, lightening or power surges will not be covered by Astek
- 12.** Astek reserves the right to refuse any warranty claim if the damage is caused by any factor beyond the specifications or performance levels of the product
- 13. Repaired items will not be released to the customer until any payment owing in respect thereof has been received**
- 14.** Astek reserves the right to sell / resell all repaired goods that are not collected within 30 days after delivery from suppliers in order to defray costs
- 15.** Astek shall not be liable for shortage of stock in circumstances that are beyond the control of Astek
- 16.** It is the buyers' responsibility to ensure that the goods are fit for the application in which they are used

PRODUCTS NOT COVERED BY 12 MONTH WARRANTY

- 1. Batteries:** Warranty for 3 months only on defective manufacturing ie:
Corroded terminals, leaking battery - **not due to discharging or overcharging (especially during power outages)**
- 2. Solenoids on locks:** Not covered for damage due to burnout , overheating, incorrect power supplies
- 3. Power supplies:** Not covered – (power supplies will be tested before leaving premises in presence of customer)

PLEASE TAKE NOTE:

ASTEK BEING THE RESELLER:

**ALL PRODUCT GUARANTEES ARE COVERED BY THE ORIGINAL
SUPPLIER AND OR MANUFACTURER**