

## BOOYCO ELECTRONICS (PTY) LTD WARRANTY POLICY

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### **Objective**

This document serves to indicate Booyco Electronics (Pty) Ltd compliance to the Consumer Protection Act, No. 68 of 2008 regarding warranty claims.

### **Scope**

The policy is applicable to all external customers of Booyco Electronics (Pty) Ltd.

### **Policy**

Booyco Electronics (Pty) Ltd complies with the Consumer Protection Act, No.68 of 2008, hereafter referred to as the CPA.

1. Booyco Electronics warrants that in terms of Section 55 of the CPA:
  - the goods sold by them are suitable for the purpose for which they are generally intended, of good quality, in good working order and free of defects
  - that such goods will be durable for a reasonable period if the goods are used appropriately and for the purpose for which they are generally intended
  
2. Booyco Electronics warrants that in terms of Section 56 of the CPA that a warranty claim:
  - 2.1 within twelve (12) months of delivery of the goods to the customer to:
    - repair or replace the failed, unsafe or defective goods
  
  - 2.2 If the goods have been repaired and within three (3) months of that repair become defective again:
    - replace the goods
  
  - 2.3 Any repaired goods will be provided with the balance of the warranty originally supplied with the component.
  
  - 2.4 Any repaired component will carry a three month workmanship guarantee. Should the repaired unit go faulty within this period with the same fault, the unit will be repaired at no cost.
  
  - 2.5 Any unit with the repair cost of more than 75% of the new cost of the unit will be deemed uneconomical to be repaired and will be returned to the customer for recycling. Should the item have served 75% of its useful life and comes in for repairs the value of the repair needs to be considered.
  
  - 2.6 Should the customer wish that Booyco Electronics recycle the unit on their behalf, written approval needs to be submitted.
  
3. Booyco Electronics will have no liability under this warranty in terms of Section 60 and 61 of the Act if:
  - the customer has altered the products in any way whatsoever
  - the customer did not inform Booyco Electronics of any special circumstances, uses or needs of the customer and/or in relation to the manner in which the products will be used