

Return and Warranty Policy

Effective from 01/08/2013

Our return and warranty policy applies to products and services **purchased** directly from Alien Systems & Technologies (Pty) Ltd ("AST").

Please note:

- From time to time this policy may change. Please check our website – www.astafrica.com – for the latest version of our return and warranty policy.
- If you have questions about this policy please do not hesitate to contact a member of a sales team.
- All days set forth herein are calendar days (unless otherwise stated).

Returning AST products

Before you can return any product to AST, you must obtain a return material authorisation (RMA). This applies to all product returns, including warranty repair/replacements, no warranty repairs, advance replacements, and credit returns. To obtain an RMA, contact AST and please have the product and the following information ready:

- Original PO number
- Part number
- Serial number

A member of our sales team will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

Once you have the RMA, pack the product appropriately (please see the section entitled "packing your shipment") and include the RMA acknowledgement form in the package. Once these steps are completed send the product to AST (Plot 32, Golfview, Walkerville, 1876).

Please note: all products must be returned by prepaid shipping within 30 days of obtaining an RMA. AST reserves the right to cancel the RMA after 30 days. Should you fail to return the product within 30 days, please contact AST to get a new RMA.



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We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss a resolution and return of the material.

The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Returned products will not be processed immediately on return.

Please note: Distributor, and integrator return and warranty policies may vary. Consult your local AST sales representative for details.

Warranty repair/replacements

We will repair or replace a product that fails to meet the terms provided within the product's warranty period. AST reserves the right to replace any product under warranty with new, refurbished or remanufactured product. If the product has been purchased directly from AST by an integrator, the warranty period starts from either

- a) The date of shipment from AST's facility (point of origin) or
- b) The manufacturer's date code (if the shipment date is unknown)

For product purchased from an authorized AST distributor by an integrator, the warranty period starts from the date the product is purchased by the distributor or integrator.

Warranty period is 12 months from date of purchase.

We will return equipment or ship replacement equipment via the same incoming ship method at no additional charge. If you request a different return shipping method, we will charge for the full shipping cost.

Please note: AST reserves the right to reject any claim against returned product that is deemed to have been damaged due to misuse, negligence, used in harsh environments or improper installation methods. Claims will also be rejected if the maintenance and service guidelines outlined in the product manual have not been correctly followed.



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Non warranty repairs

Non warranty repairs are granted an extended warranty of 90 calendar days from the date of shipment for all products.

Buyer will be charged for all repairs and shipping costs for non-warranty equipment. For all non-warranty repairs, AST will provide a repair estimate that includes charges for parts, labour (in full-hour increments) and shipping. You may pay for non-warranty repair charges by submitting an official purchase order or advance payment.

Advance replacement

Advance replacement products are new, refurbished or remanufactured products at AST's discretion and carry a full original equipment warranty. AST will send advance replacement product to replace defective equipment that has failed upon initial install for up to 365 days. We will ship advance replacements via ground.

Our repair department will evaluate the returned product to determine whether it is a warranty or non-warranty replacement and bill you accordingly. We will invoice advance replacements at shipment and credit you upon receipt of the defective product. However, if we determine that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will issue no credit and you will remain responsible for paying the invoice, and we will return such product to you at your expense. If the defective product is part of a kit, you shall return only the defective product (i.e., you shall not return the remainder of the kit) and we will replace only the defective product through advance replacement.

Please note: Advance replacement is not available for custom, special or nonstandard products.

Credit returns

No returns for credit or refund will be accepted unless you have obtained a return material authorization as described in the section entitled "Returning AST products". AST will refund or credit new standard production items that are unused and in the original unopened shipping cartons for a period of 90 days from the original date of shipment; however any returned product is subject to a 25% restocking fee if your request comes more than 60 days after the original ship date. Returns for refund or credit beyond 90 days from original shipment date will be declined.



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Products purchased as part of a kit must be returned in their entirety (i.e. the entire kit must be returned, not separate parts) to receive refund or credit. Refund or credit is not available for custom, special or nonstandard products.

You must use your credit within one year of the date of issue. All returns are subject to AST's inspection and approval.

Packing your shipment

Protecting the value of returned products by packing and shipping them correctly is your responsibility. We reserve the right to decline warranty coverage for any damage caused by failing to meet the following packing requirements:

- All electronic components must be contained in electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent movement and mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Product warranty period

Please note: Warranty duration for AST equipment is 12 months from date of purchase.

Alien Systems & Technologies (Pty) Ltd

Tel: +27 (0) 11 949 1157

Fax: +27 (0) 86 718 3430

Website: www.astafrika.com