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*System Integrators of: Fire Detection, Gas Fire Suppression, Public Address, Evacuation, CCTV, Access Control, and Security Systems.*

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1 October 2022

## **WARRANTY AND RETURN POLICY**

### **Introduction**

This Return and Warranty Policy Statement applies to all product purchased directly from HD Fire & Security Holdings (Pty) Ltd.

### **Limited Warranty**

HD Fire & Security Holdings (Pty) Ltd warrants that its products are free from defects in workmanship.

With respect to any product furnished by HD Fire & Security Holdings (Pty) Ltd, the foregoing shall apply only to meet said warranty that appear within the applicable warranty period set forth in this Policy.

The warranty is given only to the original purchaser and does not extend to any other party.

HD Fire & Security Holdings (Pty) Ltd is not responsible for conditions such as normal wear and tear; catastrophe; fault or negligence of any user or any party other than HD Fire & Security Holdings (Pty) Ltd.

HD Fire & Security Holdings (Pty) Ltd is not responsible for the improper installation, application, storage, maintenance, or use of the products; other causes external to the product; or failure to conform to any applicable recommendations of HD Fire & Security Holdings (Pty) Ltd.

If any product fails to meet the Limited Warranty, HD Fire & Security Holdings (Pty) Ltd shall, at its option, correct any such failure by repairing any defect or damaged parts of damaged products, or make available, any necessary repaired or replacement parts as per the terms of the return material authorization (RMA) Policy.

HD Fire & Security Holdings (Pty) Ltd reserves the right to replace any product under warranty with new or remanufactured product.

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HD Fire & Security Holdings (Pty) Ltd will not be responsible for any costs (including labor cost) associated with the removal or reinstallation of products incurred by the original purchaser or any other party. The repaired or replaced products will be warranted under the terms of the Limited Warranty for the balance of the term of the warranty or for 12 months, whichever is longer.

### **Returning procedures**

Before you return any product to HD Fire & Security Holdings (Pty) Ltd, you must obtain a return material authorization (RMA). This applies to all products, including warranty repairs / replacements, out of warranty repairs, advance replacements, bad out of box/ faulty from new and stock returns.

An RMA number allows us to track the shipment and make sure it is handled in the correct way.

#### **For repairs only:**

To obtain a repair form please contact your Customer Service Contact at HD Fire & Security Holdings (Pty) Ltd. We require a product number and the return reason with a clear fault description. The form should be filled out as completely as possible.

In the event of inconsistency or discrepancy between the content of the RMA form and the actual returned product, HD Fire & Security Holdings (Pty) Ltd reserves the right to modify the RMA form to match the returned product at its discretion.

We reserve the right to cancel the RMA if the product is not received within 30 days after issuance of the RMA number.

HD Fire & Security Holdings (Pty) Ltd will return repaired or replaced products via its standard shipping method at no additional charge, any other shipping methods as may be requested by the purchaser will be charged at full cost. Any and all possible customs' related formalities, customs levies, duties, or any nature whatsoever shall be borne by the purchaser.

HD Fire & Security Holdings (Pty) Ltd does not accept any cost which would result from the purchaser's acts or omissions related to wrong, incomplete, or inefficient formalities in connection with the import / export of the products.

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## **Packing your shipment**

The products returned need to be packed and shipped appropriately.

HD Fire & Security Holdings (Pty) Ltd reserve the right to deny warranty coverage for any damage to products caused by failing to meet the following packaging:

- Do not write or put an adhesive tape on the original product packin,
- All electronic boards must be packed in their original electrostatic protective packaging or an equivalent substitute,
- All products must be packed securely to prevent mechanical damage,
- Packaging must be sufficient to protect the contents from the risks and damage which may occur in transit,
- Each RMA number must be individually packed and properly sealed,
- Customer must not mix multiple RMAs within the shipping boxes,
- The shipping labels supplied by us need to be *clearly visible* on the package,
- The RMA form needs to be *with the shipment* to prevent delays at inbounding.

## **Warranty repair/replacements**

Subject to the terms of the limited warranty, HD Fire & Security Holdings (Pty) Ltd will at its sole discretion, either repair the product, replace the product with same or compatible new or repaired product, perform new services or refund the purchase price. This is your exclusive remedy for breach of Limited Warranty.

For business-critical products which cannot wait for repair lead-time and need immediate replacement and where stock is available an Advanced Exchange Request can be done at your HD Fire & Security Holdings (Pty) Ltd customer service. You will be invoiced for this replacement, when returned in warranty (based on the mfg. date) the item will be credited. The faulty product needs to be returned to us within 10 days following receipt of the exchange product.

Batteries cannot be returned for repair; they can only be returned as Faulty from New or as an Overstock Return (see below section for FFN).

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Subject to requirements by applicable law and to the extent not otherwise agreed between HD Fire & Security Holdings (Pty) Ltd and the purchaser of the Product, the warranty period shall be fixed to 18 months from actual manufacturing date.

**Faulty from new (FFN)**

In case a product fails new out of the box within 90 days after invoice day, HD Fire & Security Holdings (Pty) Ltd will provide a credit note after receipt of the non- performing product. All products shall be returned to us with all accessories supplied and preferably in its original state and packaging.

Incomplete Products will not be accepted.

**Out of warranty repairs**

In case HD Fire & Security Holdings (Pty) Ltd defines a product Out of Warranty after returning you will receive a quote for the out of warranty costs. The quote needs to be confirmed or rejected within 20 days upon receipt otherwise we reserve the right to return the products.

For items with status Obsolete / Sell-out all support moving forward is to best- effort which means a replacement product if stock is still available, or product will be repaired when possible. HD Fire & Security Holdings (Pty) Ltd is under no obligation to provide support or repair for Out-of-Warranty Returns.

Where applicable Out-of-Warranty repairs are granted a warranty term of 12 months from the repair date.

HD Fire & Security Holdings (Pty) Ltd product(s) repair price estimate quotation contains an approximate cost to repair the damage in the products. However in case an unforeseeable, unnoticed or hidden damage is discovered only after commencement of the repair work, then the repair costs of such damage will be invoiced separately. Due to these reasons, our estimate or quote is a preliminary estimate only and does not constitute a legal commitment to repair the products for the estimated price. It does not cover any additional parts or labour which may be required after the repair work has been started. Therefore, our repair prices are not guaranteed, and the quotations may be subject to change. You

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will be notified if any additional repair costs arise in the repair process and any such additional costs will be subject to your prior approval. If you disagree with such additional repair costs, please provide a written notice of disagreement to HD Fire & Security Holdings (Pty) Ltd.

HD Fire & Security Holdings (Pty) Ltd reserves the right to replace a product if the repair in our sole opinion is not feasible.

HD Fire & Security Holdings (Pty) Ltd reserves the right not to proceed with the repair work and will return unrepaired or partially repaired products and will only invoice you for the part of work already performed prior to receipt of your notice of disagreement.

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