



## FLEETCAM (PTY) LTD WARRANTY

At Fleetcam (Pty) Ltd, we stand behind the quality and performance of our products. This limited warranty applies only to the original purchaser of the product, and it covers defects in materials and workmanship from the date of installation after 1 September 2021, as follows:

Device	Condition	Warranty Period
FleetCam VVT	Installed in a FleetCam Security enclosure	<b>36 Months</b>
FleetCam VVT	Installed without FleetCam Security enclosure	<b>24 Months</b>
Fleetcam Cameras	Installed by FleetCam approved technician	<b>24 Months</b>
Secure Digital Card	SD Card	<b>12 Months</b>
Solid State Drive	SSD	<b>12 Months</b>
Hard Drive	HD	<b>12 Months</b>
Tracking Device		<b>36 Months</b>
Peripherals	Communicator, TFT monitor, BodyCam	<b>12 Months</b>

To receive warranty service, you must provide the invoice number from the original transaction in which the product was purchased. This invoice number serves as your warranty number, and you must keep it for future reference. Fleetcam (Pty) Ltd will not offer any warranty service without this number.

If you require under-warranty service within the first 30 days, Fleetcam (Pty) Ltd will cover freight, traveling, and call-out charges incurred from returns or revisits at the original place of installation. After this 30-day period, all freight, traveling, and call-out charges outside a 60 km radius of any Fleetcam office must be paid by the customer. All returns or revisits must be affected through the procedures for obtaining warranty service described below.

All original parts replaced by Fleetcam (Pty) Ltd or its authorized service centres become the property of Fleetcam (Pty) Ltd, and any after-market additions or modifications will not be warranted. The customer is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Any unauthorized work or tampering will void this warranty. Fleetcam (Pty) Ltd makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to the products other than as set forth in this warranty

Fleetcam (Pty) Ltd is not liable for any loss, cost, expense, inconvenience, or damage that may result from use or inability to use the product, except as provided in this warranty. Under no circumstances shall Fleetcam (Pty) Ltd be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product

The warranty and remedies set forth in this warranty are exclusive and in lieu of all others, oral or written, expressed, or implied. No reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

### **Warranty Conditions**

The limited warranty provided by Fleetcam (Pty) Ltd has certain conditions and exclusions which are listed below:

1. The warranty is valid only for products distributed and/or sold by Fleetcam (Pty) Ltd in South Africa or any other country in Africa when supplied directly by Fleetcam (Pty) Ltd.
2. The warranty covers only normal use of the product. It does not cover damage or defects resulting from misuse, abuse, neglect, improper shipping or installation, disasters, service or alteration by anyone other than an authorized Fleetcam (Pty) Ltd representative, or damages incurred through irresponsible use, including those resulting from tampering or other non-recommended practices.
3. The customer must retain the invoice of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. Fleetcam (Pty) Ltd and its authorized distributors do not take responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to Fleetcam (Pty) Ltd.
6. All pre-installed software programs are licensed to customers under non-Fleetcam (Pty) Ltd software vendor's terms and conditions provided with the packages.
7. This warranty does not cover any third-party software or virus related problems.
8. Fleetcam (Pty) Ltd makes no warranty either expressed or implied regarding third-party (non-Fleetcam (Pty) Ltd) software

### **Procedures for Obtaining Warranty Service**

If repairs are required, the customer must obtain a Ticket number and provide proof of purchase. Tickets and services are rendered by Fleetcam (Pty) Ltd and authorized distributors only.

All returned parts, which are not installed, must have a Ticket number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase.

No COD packages will be accepted, and no package will be accepted without a Ticket number written on the outside of the package. Ticket numbers are only valid for 30 days from the date of issue.

**After One-Year Warranty – Post Warranty Repair:** For post-warranty repair, the customer is responsible for freight and traveling charges both ways, current labour costs, and the current price of part(s) used in the repair.

Should you have any problems with your product, please follow these procedures to obtain the service:

1. Please contact Fleetcam (Pty) Ltd Customer Service as per below details
2. Please follow the instructions given by Fleetcam (Pty) Ltd scheduling staff to arrange for a technician to complete the repair
3. Upon arriving on site, Fleetcam (Pty) Ltd will repair or replace your product (at Fleetcam (Pty) Ltd's discretion)

### **After One-Year Warranty – Post Warranty Repair**

For post warranty repair, the procedure is the same as outlined above. However, you are responsible for freight and travelling charges both ways, current labour costs and the current price of part(s) used in repair will apply.

#### **Technical Support:**

012 345 2917                      Email – [support@fleetcamsa.com](mailto:support@fleetcamsa.com)

#### **Customer Service:**

Pretoria                      012 345 2917                      Email – [service-pta@fleetcamsa.com](mailto:service-pta@fleetcamsa.com)

Cape Town                      087 073 5338                      Email – [service-ct@fleetcamsa.com](mailto:service-ct@fleetcamsa.com)

Durban                      031 464 8102                      Email – [service-kzn@fleetcamsa.com](mailto:service-kzn@fleetcamsa.com)

### **WARRANTY EXCLUSIONS**

The following are excluded from the warranty provided by Fleetcam (Pty) Ltd:

- Technical support for any software, including installed OS or other programs not supplied by Fleetcam (Pty) Ltd
- Liability for problems caused by after-market software or hardware modifications or additions
- Technical support concerning the installation or integration of any software or component the customer did not pay Fleetcam (Pty) Ltd to install
- Responsibility for loss of any data, on the storage device or anywhere else, or time or computer hardware failure. Customers are responsible for backing up any data for their protection
- Responsibility for any loss of work (“down time”) caused by a product requiring service
- Defect or malfunction due to damage resulting from operation not within manufacturer specifications, indications of misuse and/or abuse, accidents, crashes, jump-starting vehicles, faulty vehicle batteries, or welding on vehicles. Fleetcam (Pty) Ltd has the option of voiding the warranty if anyone other than an Fleetcam (Pty) Ltd technician attempts to service, deinstall, or reinstall the product
- Problems arising from an act of God, electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at Fleetcam (Pty) Ltd
- Responsibility for typographical errors on sales quotes, sales receipts, repair tickets, or on the Fleetcam (Pty) Ltd website