



# RikRhino

## RIKRHINO SURVEILLANCE (PTY) LTD **SERVICE PLAN/EXTENDED WARRANTY** TERMS AND CONDITIONS DEVICE, REPAIR AND AFTERSALES RELATED INFORMATION

### Definitions

1. “**RikRhino**” shall mean RikRhino (Pty) Ltd, a company with its place of business at Unit F5 Bayside Office Park, 41 – 43 Erica Road, Table View, Cape Town.
2. “**the Customer**” shall mean any purchaser of the defined Device in terms of this agreement.
3. “**the Device**” shall mean any and all cameras and surveillance related equipment but does not include installation equipment.
4. “**Repair**” shall mean any repairs conducted by the RikRhino authorised employee and may include component replacement, reloading of software and related repairs.
5. “**Accessories**” shall mean any and all accessories that are required for the Device to function.
6. “**Out-of-Box- Failure**” “**(OBF)**” shall mean a newly purchased Device or Accessory found technically faulty and reported to RikRhino by the Customer as per the required section.

### A - Introduction:

1. The Customer must operate and maintain the Device in accordance with the Operating Instructions, including but not limited to:
  - 1.1. Ensuring that the product is adequately maintained;
  - 1.2. Replacing expired batteries or other consumables as required; and
  - 1.3. Only using the product for the purpose for which it was intended.





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## **B - Terms of Warranty and Repairs:**

1. Subject to the terms of this Warranty, the Product is warranted by RikRhino to be free from defects regarding the materials used to manufacture the Device and factory workmanship for the period of twelve (12) months from date of purchase.
2. No warranties shall be granted by RikRhino in respect of the installation and related products whatsoever.
3. RikRhino does not warrant that the device / product purchased by the customer is fit for the purpose for which the customer purchased the said product.
4. The repair or replacement of any Device shall be performed during RikRhino business hour by an Authorised RikRhino Service Representative.
5. The Warranty of the Device requires that in addition to all other conditions, the Customer conducts regular and/or preventative maintenance as may be specified by RikRhino from time to time and as required by the level of usage and the usage environment of the said Device.
6. The Device shall not be covered under warranty if the Customer:
  - 6.1. Fails to notify RikRhino of the defective device within thirty (30) days of the said defect first occurring; and
  - 6.2. Fails to furnish RikRhino with a Proof of Purchase in respect of the Device in terms of which the warranty is claimed.
7. This document shall represent the only warranty given by RikRhino and no other person or organisation is authorised to offer any alternative to this warranty and or repair.





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8. RikRhino is able to provide additional services in respect of Devices. Such additional services shall not be included in the warranty of the said Device and the costs of such services shall be for the account of the Customer. The cost of such services shall further be inter alia be dependent on the condition of the Device.
9. The extended warranty will run for a further twenty four (24) months from date of purchase and is limited to one (1) motherboard replacement only.
10. A monthly fee of two hundred and fifty Rand (R250.00) for the first camera and two hundred Rand (R200.00) per additional camera will be charged monthly via peach payments.
11. Repairs are subject to testing of each respective serial number.

## **C – Exclusions to the Warranty:**

1. This Warranty does not cover:
  - 1.1. Damage, problems or failure resulting from improper operation and or inadequate maintenance by the Customer;
  - 1.2. Use of the Device in locations and circumstances outside of the Device's scope of use;
  - 1.3. Damage and or failure resulting from improper or faulty installation of the Device;
  - 1.4. Damage and or failure caused by factors external to the Device;
  - 1.5. Damage and or failure caused by acts of god, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civilian destruction, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders or entry of foreign objects or matter into the Device;





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- 1.6. Damage and or failure other corrosive substances or as a result of atmospheric fallout;
- 1.7. Any consumable item supplied with the Device;
- 1.8. Installation components that may be attached to the Device;

## **D - Limitations:**

1. Device fitness for purpose and overall system design, sizing and application shall not be the responsibility of RikRhino.
2. This Warranty does not apply to any Device where the installation site falls outside the borders of the Republic of South Africa.
3. Except where inconsistent with the Customer's statutory rights and the rights given by this Warranty, all other warranties and all liability of RikRhino for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Device or any of its parts, or the servicing of the Device, is expressly excluded.

## **4. The extended warranty will cover the following:**

- 4.1. Afterhours technical assistance – Unlimited assistance
- 4.2. SMS assistance on Cameras - Unlimited assistance
- 4.3. Labour for incoming repairs/testing - Unlimited assistance
- 4.4. Motherboard – One (1) unit
- 4.5. IR Flash Module – One (1) unit
- 4.6. Standard Rik Rhino Display LCD Screen 1,44" – One (1) unit
- 4.7. Transmission Antenna For BG584 – up to five (5) units
- 4.8. Standard RikRhino PIR Cover – up to five (5) units
- 4.9. Standard Rik Rhino Remote – up to three (3) units
- 4.10. Standard Rik Rhino Battery Flap – up to three (3) units
- 4.11. Standard Rik Rhino Battery Tray – up to three (3) units
- 4.12. RikRhino 2.4 GHz Antenna ASSY – up to five (5) units
- 4.13. RikRhino Camera Rubber Seal – up to five (5) units
- 4.14. RikRhino Standard Green Camera Strap – One (1) unit





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## 4.15. Power Cap Covers – One (1) unit

### **E – Voiding of the Warranty on a Device**

1. Any warranty on the Device shall be voided should the device be damaged.
2. Damage shall include, but is not limited to:
  - 2.1. Physical damage and or signs of misuse or abuse, liquid damage, repairs and or product modifications and alterations that are executed by unauthorised third parties;
  - 2.2. Modifying the exterior of the Device by adhering, pasting or sticking 'decorative' images on the device may void the Warranty if such attachments impact the interior mechanics of the device and or influence the strength of the network connectivity on the device;
  - 2.3. Failing to properly follow the installation process and instructions for use, or if you use products or accessories that are not compatible with your device – such as generic accessories and other contaminated auxiliary devices; and
  - 2.4. Repair of any device by a non-authorized agents.

### **F - Warranty Related Repairs:**

1. RikRhino may, upon its sole and absolute discretion require the customer to furnish it with the original proof of purchase and/or delivery note upon booking a device in for repairs.
2. The aforesaid will serve as the customer's implied warranty initiation date in the event that the said item / device is still under warranty.
3. In some instances the unit / device may need to be returned to the respective factory for inspection and / or repair, in which case it is recommend that the customer keep the original packaging in a good condition and safely stored.





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4. Upon a customer claiming in terms of the warranty regarding a particular device, the physical condition of the device will be taken into account when ascertaining whether repairs to the said device will be covered.
5. Should RikRhino determine that the repairs are covered under the warranty due to the condition and / or use of the device, necessary repairs will be done by RikRhino Technicians. RikRhino is authorised to replace parts and materials as necessary to complete the repair on warranty devices.
6. In the event that the device has a lock code, security code or PIN, customers are required to ensure that same is de-activated before booking in your device for repairs and avoid unnecessary delays or additional costs.
7. The customer confirms and acknowledges that, in the event of a required factory reset being conducted upon book in of the device, all data will be deleted and storage or recovery of any and all data will not be permissible.

## **G - Applicable to All Other Repairs (excluding warranty repairs)**

1. All other repairs regarding out of warranty devices will be conducted as per the requirements set out by the manufacturer.
2. For safety and security purposes, repaired devices will on be removed from RikRhino's care upon presentation of the Customer's proof of payment and upon the completion of a technical assessment.
3. Accessories must be booked-in with the device and RikRhino will not be held responsible for any loss of chargers, straps or any other accessory booked-in unnecessarily. The client is advised that SIM cards and SD cards will be cleared and destroyed should they be found with the device to the factory.
4. Any devices which are deemed out of warranty by RikRhino **and which have been claimed against the serial number in the past**, a quotation will be generated and transmitted to the consumer for approval before the replacement of any parts in respect of out of warranty devices. Please note that ancillary costs relating to the assessment of the device **and or a warrant may be required and will be included in the quotation unless the unit is actively under the extended warranty.**





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5. Any device booked in to be repaired out of warranty and for which a quotation was delivered to the customer, such quotation will be valid for thirty (30) days.
6. Devices not collected within sixty (60) days of the first quotation and or repair, shall become the property of the RikRhino outlet that repaired the device and will be entitled to sell same.
7. All repairs undertaken outside of any warranty, save for repairs in respect of corrosion and/or liquid damage, are guaranteed against faulty workmanship for a maximum period of three (3) months in respect of non-warranty repairs.
8. The warranty period as aforesaid shall commence on the date upon which the consumer received notification to collect a device and not from the date upon which the device is collected by the consumer.
9. RikRhino shall not be held responsible for any damage, loss and or expense arising out of or connected with the manufacturer product liability, faulty design and or latent faulty workmanship or materials in the products and/or spare parts and for any consequential and/or unforeseen losses of whatsoever nature and howsoever arising.

## **H - Out of Box Failure (OBF):**

1. The OBF item must be returned to RikRhino within seven (7) days from the date of purchase and was sold to the customer by a RikRhino outlet. The original contents of the device with the packaging must be complete and the packaging intact or in good condition.
2. The original invoice or proof of purchase as received at the point of sale must be supplied upon return of the OBF item where RikRhino will submit the item for inspection and verification. The serial and IMEI number on the packaging must match the serial and IMEI number on the device when same is returned.
3. All devices shall be subjected to an assessment; in order to verify the faults reported by the customer before conducting an exchange which assessment may last a period of up to seven (7) days. Physical damage (including surface scratches, marks, etc.) could result in an OBF claim being rejected.





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4. A software upgrade will be performed free of charge in an attempt to resolve the fault.
5. Should the device meet the OBF criteria but the failure is as a result of the software installed on the device and can be resolved by way of a software upgrade will not be considered during the OBF resolution process.
6. Should the aforementioned software upgrade fail to resolve the fault, and the device appears remain faulty within a period of fourteen (14) days from the date upon which the new software is uploaded, will the device then be considered an OBF item.
7. Items that qualify as OBF will only be swapped for the same make and model. Should a customer wish to purchase another model, the pro rata sale price would be payable by the customer.

## **I - Physical Damage – All Devices:**

1. The physical condition of the device must be in a good as new condition to qualify for the OBF criteria. There must be no physical damage on the product or its accessories, or any signs of neglect due to physical abuse, liquid damage, screen scratches, dents or marks.

