



WARRANTY POLICY

DigitalTwin products and services are subject to the following warranty provisions; Warranty Period - 1 year. An extended Warranty Period is optional at a modest additional cost. Our sales professionals will assist you in this respect.

The warranty requires the return of the defective part/product directly to DigitalTwin South African offices at 41 Willowbrook Office Park, Van Hoof Street, Ruimsig, South Africa.

Replacement parts or product may be new or refurbished and will meet or exceed specifications of the original parts or products. Proof of purchase may be required and the original warranty period will not be extended.

The removal, defacement or tampering with any sticker bearing the serial number of any equipment, shall render the warranty in respect of that equipment null and void.

Summary of Warranty Cover

- Covers defects in materials, components or workmanship.
- Repair at DigitalTwin i4 Group repair center.
- Replacement of parts or product (at the sole discretion of DigitalTwin) may be new or refurbished and will meet or exceed the specifications of the original parts or products.
- Technical Support

Defects Excluded

- Fair wear and tear and misuse.
- Damage by mishandling or in Transit Damage.
- Operation or storage outside of environmental specification or operation outside permitted voltage/frequency range.
- Batteries - as these will naturally degrade over time and will need to be replaced.
- Lightning Strikes, power surges or damage caused by load shedding.

Should you have any questions relating to the Warranty of any DigitalTwin product or require any technical support please contact DigitalTwin on +27 11 958 2529.

Limitation of Liability

- Except for the commitments outlined above DigitalTwin will not be liable for any direct or indirect, special, incidental, consequential or any other type of damage or loss.

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