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## Warranty Policy

Cable Feeder Systems Africa (Pty) Ltd provides its customers with the highest quality products available. As a distributor, most of our products carry an OEM (Original Equipment Manufacturer's) warranty.

### Limited Warranty

Products carrying a warranty against manufacturing defects in material/workmanship will be repaired/replaced by Cable Feeder Systems Africa (Pty) Ltd, at its discretion, providing products are deemed to be covered by the Limited Warranty.

Products damaged due to misuse, alteration, improper installation, or freight handling are not covered by our Limited Warranty.

### Merchandise Return

Should you encounter any problem and require products to be returned or repaired, you will need to obtain a RMA (Return Material Authorization) number.

This can be obtained by following the steps below:

- Contact our Internal Sales Department on (011) 452-1684 and obtain an RMA form
- Complete the RMA form (in full) with copy of invoice
- Documents to be returned by fax or email
- Upon receipt of the RMA request, Cable Feeder Systems Africa (Pty) Ltd will evaluate the request, and grant a RMA number, if approved
- The Product, including a copy of the RMA form (reflecting the RMA number), must be returned to Cable Feeder Systems Africa (Pty) Ltd
- When approved, Cable Feeder Systems Africa (Pty) Ltd may action the RMA at its discretion as follows:
  - Replace the defective product
  - Repair the product under the warranty agreement
  - Credit the product to the relevant account

Products returned without a RMA number or found to be out of warranty, will not be accepted and returned to the customer.