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P.O. Box 10000,  
Kempton Gate, 1617

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**Tel:** +27 (0) 11 452 1684  
**Fax:** +27 (0) 11 452 3173  
**Email:** warranty@cfsafrica.com

## 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 Original Equipment Manufacturer's warranty.

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### Limited Warranty

Products carrying a written 12 Month 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.

Cable Feeder Systems Africa (Pty) Ltd will not under any circumstances be liable for any loss and/or damages, including any special, general, direct, indirect and/or consequential damages, arising directly and/or indirectly out of the sale of Goods by it to the Customer and/or from any other cause whatsoever, with the Customer hereby waiving any such claim it would otherwise have had against the Supplier in respect thereof.

Products damaged due to misuse, alteration, improper installation, used in an application other than the intended application or freight handling are not covered by our Limited Warranty.

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### Product Return

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

This can be obtained by following the steps below:

- Contact our Internal Sales Department on +27 11 452-1684 to obtain an RMA form
- Complete the RMA form (in full) including a copy of the invoice
- Documents to be returned by email
- Upon receipt of the RMA request, Cable Feeder Systems Africa (Pty) Ltd. will evaluate, and issue an RMA number at discretion
- 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 to the initial place of delivery
  - Repair the product under the warranty agreement
  - Credit the product to the relevant account

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

For more detail, please refer to Cable Feeder Systems Africa (Pty) Ltd.'s 'Standard Terms and Conditions', available on request.