

Warranty Visiosoft IoT Devices

Warranty Terms for IoT Devices

How to Obtain Warranty Service

If a device has a factory fault, you should log a RMA on the Visiosoft website: <https://vsprojects.atlassian.net/servicedesk/customer/portals> and log your query. Visiosoft will then get in contact with you & will ask a series of questions designed to determine the extent of damage or failure. Depending on the cause and extent of the damage, Visiosoft will then initiate the appropriate service. Once your device serial number has been provided, the Visiosoft technician will then provide instructions for returning your Product to our support facility or the validity of the claim. Cracks on the enclosure, Faulty boards will be the liability of Visiosoft. With replacement of devices, it is suggested that the Customer carries stock and we can replenish the stock should the need arise. Should a device be tampered with or damaged by the customer, Visiosoft will not be liable.

Warranty Periods (Beginning from date of purchase)

- 1) For batteries, note that a battery is a consumable item and after a period of normal use or over time, the battery's ability to hold an electrical charge will be diminished. A battery that has reduced capacity or has failed because it has been consumed via normal use or over time is not covered under warranty. The battery is only warranted during the Warranty Period (Or declared lifespan by the manufacturer) for failure due to defects in materials and workmanship. If the battery fails within 1 year, it will be replaced and if within 2 years we can replace at cost.
- 2) All Visiosoft IoT Devices include a 1-year warranty depending on the cause and extent of the damage.
- 3) Extended warranty will be at an additional cost.
- 4) Devices that are damaged outside the Warranty time frame, can be replaced at a discounted price.

IoT Devices International Limited Warranty Terms and Conditions

End-User Product International Limited Warranty

This end-user international limited warranty ("Warranty") is extended by Visiosoft South Africa to the original purchaser ("Purchaser") of the Visiosoft product ("Product") accompanied by this Warranty and is not transferable. The terms and conditions of this Warranty are subject to change by Visiosoft without notice; provided, that the terms and conditions in effect as of the date of purchase of a Product shall apply to that Product.

What is Covered?

Visiosoft South Africa warrants the Product against defects in material or workmanship under normal use for the applicable warranty period listed above ("Warranty Period"), beginning from the date of original purchase by Purchaser. If the Product becomes defective during the Warranty Period, Visiosoft will, at its option and without charge, repair the Product with new or reconditioned components or parts, or replace the Product with a reconditioned product of the same or functionally equivalent model. For International Customers, Shipping costs of the defected products to the Visiosoft facility is to be covered by the Purchaser.

What This Warranty Does Not Cover

This Warranty does not cover and shall be void for defects or damages resulting from defects caused by the operation of the product outside the usage parameters stated in the User's Guide; malfunctions caused by misuse or abuse, accidental drops, impact, liquid spills, by improper installation, operation or maintenance, by improper connections or peripherals, by use of non-Visiosoft spare parts, by service modifications or repairs performed by a person not authorized by Visiosoft, or by other conditions not arising from defects in product materials or workmanship; this also applies to accessories; malfunction or failure caused by accidental or intentional damage; defects resulting from normal wear and tear; other parts of a

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consumable nature; any transfer of ownership. Warranty is provided only to You, the original Purchaser. This Warranty does not cover Products used as short-term rental equipment. Visiosoft South Africa and its Solution Providers are not responsible for damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty or other repair service.

No system integration or installation efforts are covered by the warranty.

Warranty Service Return to Depot

Visiosoft offers Purchaser a Return to Depot service for the applicable Warranty Period which includes repair of all defects in materials and workmanship (i.e., labor and parts therefore); provided that the fault has occurred under the normal operation of the Products detailed in the User's Guide. Parts removed from a Product during Warranty Service will become the property of Visiosoft South Africa. Visiosoft spare parts used during Warranty Service assume the remaining warranty coverage of the Product they are used on or the 90 day replacement part warranty, whichever is longer. The Product shall be considered as repaired when it fulfills tests performed according to the original Product specifications.

Data Storage Media

The only effective protection for the data stored in an IoT device is for you, the Purchaser, to regularly back up that data. Visiosoft and its subsidiaries, affiliates, suppliers, service providers, and resellers shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Visiosoft or its solutions providers for Warranty Service or other repair, including but not limited to the costs of recovering such programs, data, or other information. It is solely your responsibility as the Purchaser to back up any software programs, data, or information stored on any storage media or any part of a Product returned for Warranty Service or repair to Visiosoft or its service providers.

Warranty Disclaimer and Limitations

The warranties stated herein are in lieu of all conditions and warranties, express, implied, or statutory, including but not limited to any implied conditions or warranties of merchantability, merchantable quality, or fitness for a particular purpose on the part of Visiosoft and its subsidiaries, affiliates, suppliers, solution providers, and resellers. All implied or statutory conditions and warranties to the extent that they cannot be excluded are limited as set forth herein. Except to the extent prohibited by applicable law, Visiosoft and its subsidiaries, affiliates, suppliers, solution providers, and resellers shall not be liable for any damages including, but not limited to, indirect, incidental or consequential damages, loss of use or data, loss of profits, or

Interruption of business, regardless of whether such alleged damages are based on the warranty hereunder, tort, or contract (even in the nature of breach of fundamental term). Except to the extent prohibited by applicable law, this is the exclusive written international limited warranty of the original purchaser. Some states, provinces, or territories do not allow exclusions or limitations of implied warranties or conditions, incidental or consequential damages, so the above limitations may not apply to you. Visiosoft's warranty program is valid only for products purchased from South Africa. This limited warranty does not cover any product (a) that has been the subject of accident, misuse, neglect, or abuse; (b) that has been the subject of improper installation, use or handling; (c) that has been repaired, modified, or altered by someone other than Visiosoft or a Visiosoft authorized service provider, or (d) that has been exposed to operating or environmental conditions in excess of Visiosoft's written specifications or recommendations. This limited warranty does not cover scratches or abrasions to the product, including damage caused by the use of any instrument not specifically designed for use with the product.