



## **Regal Product Warranty**

All Regal Distributors products has a minimum of 1year warranty for items sold from date of sale. **This excludes consumables and batteries.**

Warranty for goods purchased from Regal that are manufactured and or distributed by local 3rdparty suppliers also carries a minimum of 1year warranty in accordance with the warranty policies of each specific supplier.

### **The following conditions may void all warranties on any equipment:**

- Any unauthorized modifications to the product or components
- Product has not been installed in accordance with the installation instructions provided.
- Product is subject to misuse or which has been used for any purpose other than that designed for by the manufacturers.
- Damage caused as a result of handling during transit, atmospheric conditions (including lightning), water, corrosion of metal parts, insect infestation, power surges or other forces outside of the control of REGAL.

Products sold, that have been deemed to be damaged due to vandalism, incorrect installation and application, 'acts of God' etc will be repaired or replaced at the cost of the customer.

All goods that are deemed to be 'faulty new' or 'Defective On Arrival' must be returned to a Regal Branch within 7 days from the date of purchase for a technical evaluation before they will be serviced, repaired or swapped.

Regal will provide sales and technical product support for all products as sold. It remains the responsibility of the installer / customer to make sure that he / she is adequately trained in the security product use, application and installation and that all products are used and installed according to the installation instructions/specifications as provided with the product.

### **General Terms & Conditions.**

- No exchange, credit or refund will be done without the original invoice being supplied.
- All manufacturers standard warranty conditions will apply.
- Regal reserves the right to exchange, credit, or repair faulty items returned.
- Regal reserves the right to refuse to exchange or pass a credit on any goods being returned without fair or good reason.
- Goods returned for credit or refund must be in original condition and packaging. No exceptions will be considered.
- Goods returned after 7 (seven) days will be subject to a 10% handling charge.
- Goods returned after 30 (thirty) days will not be accepted back for credit, exchange or refund.
- Specially ordered items (Buy outs) will not be exchanged, credited or refunded.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal will not be held liable in any manner for any damages suffered by the customer or third party due to malfunction of products purchased.
- Regal will not be held liable for any loss, damage or any other claim due to incorrect installation of any product.
- It is the responsibility of the person purchasing the products to ensure that the person doing the installation has adequate knowledge on the products being purchased.
- Accessories and consumables are not guaranteed. This includes batteries, glue, cable etc.
- Any damage caused by abuse, misuse, unauthorised modifications, incorrect installation, insect infestation, liquid, lightning, power surges, acts of God or tampering will not be covered by the warranty.
- Transport & freight charges on returned goods will be for the customers account and will not be covered by Regal.

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Distributors of:

Alarms & Detectors • CCTV Systems • Garage Door & Gate Automation • Electric Fence Equipment • Access Control Systems  
• Biometric Fingerprint Readers • Intercoms • Sealed Lead Acid Batteries • Remote Transmitters & Receivers

Company Registration No: 1998/018566/07

Branches Nationwide

**WWW.REGALSECURITY.CO.ZA**

**Faulty items returned within 7 days of purchase (Dead/Defective On Arrival - D.O.A.)**

- No exchange, credit or refund will be done without the original invoice being supplied.
- Faulty items must be returned to the warehouse, complete and in their original packaging.
- Any modifications, cut wires, visual damage or damaged boxes will invalidate an exchange, credit or refund.
- No exchange or credit will be done without the original invoice being supplied.
- Any costs incurred from the supplier with respect to the exchange will be forwarded onto the client.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal reserves the right to exchange, credit, refund or repair faulty items returned.

**Faulty items returned after 7 days of purchase.**

- Faulty items returned after 7 days of purchase will be attended to on a repair return basis, which may include the use of original suppliers and their repair services.
- Original invoices must be supplied with any faulty items in order to validate the warranty.
- Regal reserves the right to repair or replace, with a service exchange unit, any faulty items sent in for repair.
- Regal reserves the right to refuse a warranty claim if the damage is caused by any factors beyond the specifications or performance levels of the product.
- A repair or exchange of a product within the warranty period will not extend the duration of the original warranty period.
- Regal will offer a repair warranty equal to that of the supplier in the event of external repairs.
- Repairs done by Regal repairs department will carry a 3month warranty on that specific repair. Any other faults occurring will be treated as a separate repair.
- Repaired items will not be returned to the client until any incurred payment has been received.
- Repaired item not collected in 2 months will be sold to defray costs.
- Regal may charge a handling fee on a unit sent for repair that is found to be “not faulty” or where reports beyond that of the job card are requested.

<b>REGAL PRODUCT WARRANTY</b>	
WIS	1 YEAR
UTEPO	1 YEAR
PLANET	1 YEAR
Securi-Prod	1 YEAR
Zartek	1 YEAR
Commax	1 YEAR
ET Nice	1 YEAR
Viridi	1 YEAR
Paradox	18months
ZKTeco	2 YEAR
Nemtek	2 YEAR
Centurion Systems	2 YEAR
IDS	2 YEAR
Seagate	3 YEAR
Paxton	5 YEAR

<b>Hikvision Warranty</b>		
<b>3 years</b>	<b>2 years</b>	<b>1 year</b>
IP Cameras	Switch	Monitors
IP Decoders	Mobile DVR	Ezviz
DVR & VVR	Body Worn camera	
Thermal Cameras	Access Control	
PTZ	Video Intercom	
Video wall controller		
AX Pro		