

WARRANTY, TERMS AND CONDITIONS

FOR MACHINES PURCHASED OUTRIGHT

- Free training and installation.
- Training can be provided on site during installation, or at our workshop.
- Free delivery in Gauteng area.
- Unless otherwise specified, our new machines carry a one year warranty.
- All workmanship and new parts carry a three month warranty.
- A storage charge will be levied for all repairs not collected within 30 days, and after three months the equipment will be sold to defray expenses.
- All payment systems will accept all RSA currency that is available in the market on date of purchase.
- Machines can be programmed to accept another currency; however an additional charge will apply.
- Movement is charged per machine and includes one hour labour. Extra labour will be charged for stairs on site or if doors have to be removed.
- All parts of the vendor are included in the warranty except the light fittings and the finishes are excluded.
- Our obligation under warranty is limited to repairing or replacing subject part at our opinion, when upon examination it was determined by our technicians to be defective. We will arrange and cover the shipping charge on all parts covered under this warranty.
- We are not responsible in any way for any direct or consequential damages that may arise from the acceptance and/or non-acceptance of any monies.
- The customer will not permit any person to tamper with the Equipment, nor permit any person other than our own authorized representatives to repair or attempt to make repairs to the Equipment.
- The customer absolves **Gauteng Vending Solutions** and **Dispenstech Solutions** from any loss of the user's stock and/or revenue from the machines, howsoever caused.
- The customer must ensure that its representative signs the relevant service/repair report after a technician has repaired/serviced the reported faults.
- Additional round trip charges apply for:
 - Delivery outside Gauteng
 - Travel for all technical support and maintenance outside Gauteng

The following is excluded from the warranty; the customer will be charged for the call out and parts utilized, at prevailing prices:

- Damage or breakdown caused through negligence or misuse of the Equipment (Negligence includes, inter alia willful conduct, abuse, alteration without proper authorization or vandalism).
- Damage or breakdown caused through natural occurrences such as floods, lightning, rodents, etc.
- Any electrical work external to the Equipment.
- Connection of ancillary equipment to Equipment; breakdowns caused by ancillary equipment and repair or replacement of components that have become faulty due to ancillary equipment.
- Repairs/breakdowns or other service work necessitated by the customer's failure to keep the Equipment clean and in acceptable hygienic condition.
- Adjustment/Customization to Equipment following a change of products dispensed.
- Adjustment/Customization to Equipment following a change in size, shape or weight of items to be vended.