

Returns & Refunds

Centurion Micro Electronics

Release date: 21 January 2021

1. Refund policy

1.1. It is extremely important for us that you are satisfied with your purchase. If you are not satisfied you are welcome to return the product and we will either replace/repair it, provide you with credit or refund you, subject to the terms in our refund & return policy.

1.2. Not what you ordered?

1.3. If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any accessories or parts, you will need to follow the process set out in section 2 below. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within 10 days of the return (or refund you if that is your preference).

2. Return policy

2.1. With our return policy the items that are returned are subject to be below:

2.1.1. If you would like to return a product, we will only accept the product if it is in its original packaging and if the product is in such a condition that we are able to resell the product again. With this in mind we will determine if the product can be returned and what % refund we will be able to provide you

2.1.2. All accessories and parts that were sold with the item needs to be returned.

2.1.3. If you return an item, the items need to be undamaged and unused with all original labels/stickers in place.

2.2. Assembly

As part of our business we assemble hardware for our clients, with this in mind, if you receive a product that has been assembled the box will have been opened and the product would have been tested. With this in mind, we will not accept returns if the reason is related to our assembly of the item.

2.3. Products damaged with delivery

2.3.1.1. Should a product be damaged or missing any parts or accessories at the time of delivery / collection, please notify us within 7 days of such delivery.

2.3.1.2. We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice repair / replace the product as soon as possible (if such repair is possible/ we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

2.4. Defective products

2.4.1. We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

2.4.2. What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

2.4.3. The following will NOT be regarded as defects and will not entitle you to a return under this section:

2.4.3.1. faults resulting from normal wear and tear.

2.4.3.2. damage arising from negligence, user abuse or incorrect usage of the product.

2.4.3.3. damage arising from electrical surges or sea air corrosion.

2.4.3.4. damage arising from a failure to adequately care for the product.

2.4.3.5. damage arising from unauthorized alterations to the product.

2.4.3.6. where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.

2.4.3.7. assembled product that looks used as we needed to open the item to assemble the item.

3. Repair policy

3.1. Scope

3.1.1.1. Any repair work undertaken by us shall be subject to the General Terms and Conditions set forth herein to the extent no other agreements have been explicitly made.

3.1.1.2. As far as the client's general terms and conditions are inconsistent with ours, their application shall be subject to our explicit written approval.

3.2. Services

3.2.1.1. We will undertake the professional handling of repair work assigned in relation to hardware that we have supplied. Unless a different scope of work has been agreed upon in writing, the repair work covers the performance of services that are identified as necessary (a) on the basis of the details you provide us, (b) on the basis of our examination of the item to be repaired, and (c) during the course of the repair work.

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3.2.1.2. Software installations are provided 'as is' and carry no warranty from time of delivery to you. Should it be necessary for repairs to be carried out on a unit due to software errors, these will be charged at the rates outlined in sections 3.1 - 3.5.

3.2.1.3. We are entitled to engage third parties to carry out repair work.

3.3. Remuneration

3.3.1.1. Our remuneration for the repair work is calculated in accordance with sections 3.2 to 3.4 on basis of the individual services performed. Our rates applicable at the time of the repair will be charged for items that are outside of the manufacturer's warranty period.

3.3.1.2. Time worked will be rounded up to the next full hour and charged at the applicable rates for the Centurion Micro Electronics repair service, in accordance with the relevant class of equipment, plus setup and traveling time. Waiting times shall also count as time worked.

3.3.1.3. Any materials required will be invoiced separately. If during the repair work we use small parts such as screws, washers etc., we are entitled to charge a flat fee for small parts to simplify invoicing.

3.3.1.4. Shipping costs (packaging, transport and insurance) shall be borne by you for items that are outside of the manufacturer's warranty period. We may charge a flat fee for shipping costs.

3.3.1.5. Value-added tax at the statutory rate will be charged on our prices.

3.4. Cost estimates

3.4.1.1. The repair costs stated in cost estimates are guidelines estimated on the basis of the information you provide and following the examination of the item. We cannot guarantee the accuracy of the figures contained. If while repairing the item it becomes clear that more extensive repair work is necessary, we are authorized to complete the work without seeking confirmation from you, provided this does not cause the overall repair costs to exceed the estimated price by more than 15%. Otherwise we will inform you that we expect the cost estimate to be exceeded and will present a new estimate to you.

3.4.1.2. If on the basis of a cost estimate you decide not to proceed with the performance or continuation of the repair work, we are entitled to charge for the cost of preparing the cost estimate and for any services performed up to that point.

3.5. Repair times

3.5.1.1. We will start carrying out the repair you have assigned to us within a reasonable period. Unless a binding deadline has explicitly been agreed, completion deadlines of which you are notified are non-binding. We will carry out on-site repairs within a reasonable period within the framework of sensible tour planning for our service staff.

3.5.1.2. If the performance of our obligations is delayed or impeded by circumstances which cannot be prevented with reasonable care, in particular by force majeure, strikes, lockouts, stoppages, scarcity of materials and energy, incorrect or late delivery despite a careful choice of supplier, the period of the repair will be extended by the duration of the hindrance. If a party provides substantial evidence that it cannot reasonably accept such an extension, it is entitled to withdraw from the contract, without the right to any claims for damages, in so far as the contract has not yet been fulfilled. Any further claims you may assert are excluded.

3.6. Transport, insurance, and passage of risk

3.6.1.1. The risk of damages to or loss of the repaired item passes to you as soon as the repaired item has left our factory or has been handed over to the transport company.

3.7. Duties of the customer to co-operate

3.7.1.1. You shall provide us with the faulty item to carry out the repair work –in the case of on-site repairs, at the agreed time– and shall inform our service staff without their solicitation of problems that have occurred and of peculiarities with regards to the item to be repaired. You shall ensure that our service staff has free and unimpeded access.

3.7.1.2. Any special safety and plant regulations in force at your premises that must be observed by us during the repair works shall be pointed out, and if necessary, explained in detail to our service staff before the repair works begin. If any special instruction, training or, if applicable, tests in connection with the above require a significant amount of time, we reserve the right to make an additional charge on basis of time and expenditure.

3.8. Acceptance

3.8.1.1. After the repair has been completed on site or the repaired item has been received, you are obliged to accept duly performed repair work immediately.

3.8.1.2. If you do not state your refusal to accept the repaired item within 30 days after the repair works ended or after the repaired item was handed over to you, the repair works shall be deemed to have been accepted.

3.8.1.3. Repaired items not collected within 90 days of successful notification of completed repair works may be sold to defray costs.

3.9. Warranty

3.9.1.1. We will meet warranty obligations by remedying repair work free of charge and by repairing or replacing defective material free of charge if you demonstrate to us that a repair is defective or has not been carried out properly.

3.9.1.2. If the remedial work fails, you have the right to demand a price reduction or rescission of the repair contract.

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- 3.9.1.3. If faults occur in a repaired item which are not caused by defective repair, i.e. in particular faults due to natural wear and tear, caused by improper handling or other outside influences, these will not be covered by the warranty.
- 3.9.1.4. If you assert warranty claims you must notify us of defects which have occurred immediately after they have been discovered and do everything in your power to minimize any damage caused by a defect.
- 3.9.1.5. The period of warranty shall be 12 months. The restart of the period of warranty shall be excluded except in cases of intent or gross negligence.
- 3.9.1.6. If the examination of a complaint in respect of a defect shows that the case does not fall under the warranty, the performance and invoicing of the examination and, where appropriate, elimination of the fault will be carried out under these Terms and Conditions for Repair Contracts at the current price.

3.10. Liability for damages

- 3.10.1.1. If you are unable to use the repaired item in conformity with the contract through our fault as a result of the omission or improper implementation of suggestions and advice given before or after the conclusion of the contract or through the infringement of other additional contractual obligations the terms of sections 9, 10.2, 10.3 and 10.4 will apply accordingly to the exclusion of any further claims of the customer.
- 3.10.1.2. We shall only be liable –on any legal grounds whatsoever– for damage which is not caused to the repaired item itself in the following cases: - intention, - gross negligence of our corporate bodies or corporate executives, - culpable infringement of life, body and health, - defects we have concealed fraudulently or of which we have guaranteed the absence.
- 3.10.1.3. In the event of the culpable violation of substantial contractual obligations (obligations the breach of which puts the fulfillment of the purpose of the contract at risk), we shall also be liable for ordinary negligence; however, this liability shall in terms of the amount be limited to damage that could reasonably have been foreseen and that is typical for a contract of this nature.
- 3.10.1.4. Any claims of the client going beyond the scope of sections 10.1 to 10.3 shall be excluded.

3.11. Final provisions

- 3.11.1.1. We point out that data relevant to the handling of the contract may be stored by us.
- 3.11.1.2. Subsidiary agreements, amendments and additions to repair contracts must be in writing in order to be effective. Oral agreements on the suspension of the requirement of written form are void.
- 3.11.1.3. The place of jurisdiction, provided that you are a businessman, a legal person under public law or a special fund under public law, shall be the place of business of Centurion Micro Electronics using these General Terms and Conditions. However, we may also take legal action against you at your place of business.
- 3.11.1.4. Governing law shall be the law of South Africa with the exclusion of the international conflict of laws provisions thereof and with the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).
- 3.11.1.5. Should any of the clauses of these General Terms and Conditions for Repair Contracts be wholly or partially invalid or void, the validity of the remaining clauses or parts thereof shall not be affected.