

AFTER SALES SUPPORT

SERVICE DEPARTMENT	CONTACT PERSON	TELEPHONE NO.
Service Support & Customer Care	Francois	084 581 7711

TERMS AND CONDITIONS

- ❖ Transport outside Gauteng is not included in this quotation unless otherwise specified.
- ❖ BELREX INNOVATIONS will not be held reliable for any consequential damage for what reason what so ever during or after any installation.
- ❖ A Standard power socket must be provided at requested points.
- ❖ This quotation is valid for 7 days.
- ❖ The customer has 30 days to report any faults or problems occurring on the relevant (PURCHASED OR RENTED) equipment without being charged for. Thereafter standard time and material rates will apply. This will only apply without a service agreement being signed.
- ❖ All prices exclude VAT. UNLESS SPECIFIED
- ❖ The pictures may vary from real image.
- ❖ No Cherrie picker included in this price and needs to be provided.

TERMS AND CONDITIONS OF WARRANTIES

- ❖ *BELREX INNOVATIONS will provide a 3-year carry inn Repair warrantee on all equipment provided, from date of purchase. Irreparable equipment will be exchanged with new ones within that warrantee period. (Onsite Warrantee hence a Service agreement has been signed)*
- ❖ *Belrex Innovations will also provide a 1-year warrantee on the complete network.*
- ❖ *Warrantee does not include vandalism, power surge or lightning.*
- ❖ *Should you not have a service & maintenance contract with Belrex Innovations, and you require a technician on site for any reason what so ever, a call out fee of R1480.00 excl. of Vat. will be charged to visit the installed premises including first hour labour there after R150.00 excl. of Vat. per hour. Furthermore, Belrex Innovations will not be able to send out a technician without receiving a written order from you, this is without a service and maintenance contract being in place.*
- ❖ *Should there be any faulty component, it would be picked up during the call out, sent to Belrex Innovations preferred supplier and returned after it has been repaired or swapped out. We will however carry stock of common equipment like 4 Megapixel Static cameras in order to do an immediate swap out to try and prevent any down time on the CCTV system.*
- ❖ *It will be the client's responsibility to ensure that the necessary payments have been made in order to provide any service from Belrex Innovations.*
- ❖ *The customer has 30 days to report any faults or problems occurring on the relevant (PURCHASED OR RENTED) equipment without being charged for. Thereafter standard time and material rates will apply. Only should a Service and Maintenance agreement not be in place.*
- ❖ *All prices exclude VAT. (UNLESS SPECIFIED)*

"OUR CUSTOMER FOR LIFE"

"We will exceed our Customers Expectations. If we do this, they will beat a path to our doors and come back over and over. We will give them what they want, and a little more. Let us make them know that we appreciate them, and above all, let us make good on our mistakes, and don't make EXCUSES but APOLOGISE.