



**RADIO FREQUENCY
INDUSTRIES (PTY.) LTD.**

"Simply The Best"

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ALBERTON

ALBERTON NORTH, 1450

1450

RFI GUARANTEE POLICY

At RFi we have a pickup and drop guarantee at the following addresses:

24 Hendrik Potgieter Street, Alberton, Gauteng or at our office in Kwazulu-Natal at 081-464-6145 to arrange delivery or pickup of products.

Contact persons In Johannesburg are: Karin Keyser or Helen White and in Kwazulu-Natal it is Craig Dalgleish.

No products will be picked up or delivered at customer's premises or on any radio sites directly, because RFi has no control over any installations. If any pickup or delivery of products under guarantee is to be done by RFi it must be organized with the above contact persons on an incident by incident basis, but RFi is under no circumstances to be held liable for transportation or de-installation and reinstallation cost on products under guarantee.

Guarantee period starts from date of invoice to RFi's customer.

The responsibility lies with the user or customer to timeously report or return any product deemed to be faulty, any delay to report such a faulty product will not be taken into account against the guarantee period and the date of sale will apply as the start of the guarantee period.

All our products are identified by proper labeling and if any of these labels are removed, modified or tampered with, the product guarantee will be void.

Any product that was damaged, tampered with or modified will not qualify for any guarantee.

Different types of product have different guarantee conditions and circumstances that are highlighted below:

Two Way Radios:

All Two-Way Radios have a normal one year guarantee on workmanship and electronic component failure. The exception to this rule are that if the final transistors seem to be faulty it is an indication that the radio was not used as prescribed with a proper matching antenna or antenna load and such failures will be for the account of the customer. All radios leaving the RFi factory are tested to operate at maximum licensed wattage as per type approval from ICASA, therefore if the final transistors are blown it is an indication of misuse or abuse, and the repair cost will not be covered under the guarantee.

RFi undertakes to replace a radio in the first 7 days after purchase if the final transistors are not damaged, the original packaging is matching the serial number on the radio and is not damaged and all the accessory parts such as power leads, batteries, microphones, mounting brackets, portable antennas, etc. are still in the same new condition as it left the RFi factory and there is no visible damage to the packaging, product or accessories. Proof of purchase must be supplied as well. After this 7 day period it will be up to the management of RFi's discretion if a radio will be replaced with a new radio or with a second hand radio in similar condition or if the radio will be taken in for repair under normal guarantee. On opening the radio for repair if any signs of abuse such as products that were dropped or water damaged, the repair cost will be for the account of the customer and the radio will not be released until such repair cost has been paid in full as these incidents are not covered under normal guarantee.

Portable Two Way Radio batteries:

All batteries carry a 3 month guarantee after date of sale. Any battery that is overcharged or dropped or showing signs of abuse will not be replaced under guarantee. Any faulty battery must still have the original supplier's label on or the guarantee will be void.

Other Items: Antennas (Mobile & Base), Duplexers, Combiners, Harnesses, etc.

All other items are covered by a normal 12 month guarantee from date of purchase on workmanship and components. The normal rules apply that if any modifications, tampering, removal of labels, and use of products with excessive power, the products will not be covered under guarantee.

Disclaimer:

RFi does not accept any liability for damage to property or injury of any kind as a result of using our products, because RFi is not in control of the use and installation of our products we cannot be held responsible for any injury or damage that is caused by improper use or installation of our products.

**Manufacturers of : Two-Way Radio Antennas, Duplexers, Filters, Combiners, Splitters, Lightning protectors & other RF Products.
Sales and Distribution of: Two-Way Radios, Repeater Systems, Power Meters, Microphones, Power Supplies, Cables & Connectors.**