

## STANDARD TERMS AND CONDITIONS

**VALIDITY:** All quotations and pro forma invoices issued by G2 are subject to these terms and conditions of sale. Unless otherwise stated in writing, the quotation expires 30 days from date of quotation and may be withdrawn at any time within that period, prior to approval of order, upon written notification to Company. Specifications, pricing and availability are subject to change at any time. G2 will use reasonable efforts to provide Company with advance notification of such changes.

**DELIVERY:** Prices are quoted ex-works Johannesburg. Delivery is available at an additional cost payable by the purchaser. Special shipping instructions must be specified at time of order placement. If no instructions are given G2 will ship the Products via UPS or similar courier service. Title and risk of loss shall pass F.O.B. G2's shipping point, (currently Johannesburg, SA). The Products shall be deemed accepted upon delivery of the Products to the delivery destination. G2 will attempt to schedule shipments as closely as possible in accordance with COMPANY'S request. However, G2 will not be liable for any damages or charges to the COMPANY or COMPANY'S customer for late delivery.

**GUARANTEE:** The equipment supplied by G2, when operated in accordance with manufacturer's instructions, is guaranteed for a period of twelve months from the date of receipt. The foregoing guarantee is in substitution for any other guarantee expressed or implied and is limited to replacement or repair of defective materials.

Any electronic equipment can be damaged by induced voltage and therefore the necessary suppression equipment to prevent damage to voltage sensitive electronic equipment (i.e. Micro-processor based control panels) is the responsibility of the purchaser and G2 cannot be held responsible for the replacement or repair of any damaged equipment as a result of being exposed to induced voltage.

**CONSEQUENTIAL LOSS:** We accept no liability for consequential loss, or loss of profits arising from defective equipment or workmanship from any cause or causes at any time prior to, during, or after the installation of the equipment including that arising from latent defects only ascertainable during and after commissioning.

**ORDERS:** All purchase orders must detail specific quantities, prices and part numbers for the Products. . All purchase orders must be in writing and submitted either by facsimile or email. Phone orders will not be accepted.

**TERMS OF PAYMENT:** 50% on order with the remaining 50% COD on unless our financial advisers have approved a line of credit. In the event a credit line is approved, payment is due and payable thirty days from date of invoice. All invoice values are nett. We reserve the right to charge interest at two percent above the prime bank rate on outstanding amounts.

**PAYMENT GUARANTEE:** G2 Security (Pty) Ltd reserve the right to request a payment guarantee from the purchaser equal to the total value of the equipment supplied. Such a guarantee shall to be provided on request at no additional cost to the Company.

**FOREIGN EXCHANGE FLUCTUATION:** Should this quotation include imported goods or materials, foreign exchange fluctuation will be calculated utilizing the exchange rate ruling at the date of invoice. Any fluctuation will be to the client's account.

**VALUE ADDED TAX:** Value Added Tax is excluded from all prices quoted but may be shown as a separate line item on the "Tax" Invoice. In the event of any other statutory surcharge being increased or imposed subsequent to submission of this quotation or during the delivery period of the equipment, we reserve the right to recover these additional costs.

**CANCELLATION OF ORDER:** A cancellation fee of 12.5% of the purchase order value is applicable to all cancellations.

**OWNERSHIP:** Notwithstanding delivery, all goods supplied by the seller, to the purchaser, shall remain the sole property of the seller until full payment thereof has been received by the seller.

**DRAWINGS:** All accessory data submitted with the quotation such as datasheets, illustrations, weights, dimensions, etc. are based on the information provided by the original equipment manufacturer and are re-issued in good faith. In the event there are discrepancies between the documentation issued the Company accepts no responsibility whatsoever for these discrepancies. All customised documentation issued together with cost estimates and other particulars remain the property of the Company , are the copyright of G2 Security and must not be made available to third parties.

**RETURNS:** Goods returned for reasons other than damage will be accepted with a 10% handling fee applied, providing the goods are returned in the same condition they were provided and in their original packaging.

**INSTALLATION:** Unless otherwise agreed in writing by the parties, the purchaser shall be completely responsible for all installation, integration, servicing and maintenance of Products.

**DESIGN:** The Company accepts no responsibility for the efficacy of any design not prepared by the Company and in any case, our responsibility is limited to the quality and capacity of the equipment specified in this offer.

**SUPPORT:** G2 shall during its normal business hours, provide third tier support services. Such support shall be limited to G2's current support services offered via its website, email support or telephone support. If the purchaser is unable to determine and resolve problems with the Products, G2's responsibility for support under this section shall be contingent on the purchaser's satisfactory provision of first and second-tier support services.

**TRAINING:** Product support will only be provided to clients who are fully trained by G2 in the Products. The purchaser shall maintain technical competence on the G2 products by having at least two people on staff who have participated and pass the Training Program and remain knowledgeable of the current G2 Products. Details of the training program shall be negotiated based on availability of G2 and clients resources.

## Ts&Cs

**PERSONAL INFORMATION:** By submitting any personal information to G2, the customer unconditionally and voluntarily, contests to the processing of the submitted personal information for any and all purposes related to the Contract which may include, but is not limited to: Collecting, organising, processing and storing personal information for the business interests of G2, as well as for the benefits of the Customer; Sending of invoices, quotations, correspondence via email, contacting the customer telephonically regarding payments and other business related purposes, application for credit and/or credit increases and enforcing G2's rights under the contract; Sharing personal information with third parties, such as insurance administrators and government departments. Fulfilling G2's obligations under the agreement; Distributing relevant personal information when legally required to do so. The parties agree to update, from time to time, any personal information supplied to each other, which has changed. Neither party can be held liable for any loss caused by any of the parties failure to update and/or correct the personal information supplied to each other. The customer acknowledges that by not supplying G2 with the relevant information as required G2, G2 will not be able to fulfil its obligations under the agreement and in this regard G2 will not help liable. The parties consent to the other party sharing the personal information for the purposes of this agreement and/or any other legitimate interests of the parties.

### REPAIR & WARRANTY POLICY

**INTRODUCTION:** This return and warranty policy statement applies to equipment purchased directly from G2 Security. Effective date of this policy: 1 January 2010

**RETURNING G2 PRODUCTS:** Before you can return any product to G2 Security you must obtain an return material authorisation (RMA) reference. This applies to all products, including warranty repairs, non-warranty repairs, and credit returns. Before you request RMA, first check if a firmware upgrade is available for your product or contact G2 technical for assistance. To obtain an RMA please contact [info@g2security.co.za](mailto:info@g2security.co.za) to request an RMA form. To complete the form you will need the product number, date of purchase and a return reason with clear fault description. Once you receive your RMA reference number repackage the product appropriately and attached the RMA form. Send the product to:

G2 Security (RMA)  
Unit 30 APD Industrial Park  
Elsecar Street, Kya Sand  
Randburg  
2169  
South Africa

All products must be returned freight prepaid, DDP within 30 (thirty) days of obtaining the RMA.

We will not accept unauthorised returns or freight collection returns; we will return these to you at your expense. If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material. The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination. We will return equipment via our standard shipping method at no additional charge. If you request a different return shipping method, we will charge for the full shipping cost. G2 does not accept any cost which would result from the purchaser/buyer conducting wrong, incomplete or inefficient formalities in connection with the import / export of the products.

**WARRANTY REPAIR/REPLACEMENTS:** Subject to the terms of the limited warranty section below, G2 will repair or replace a product that fails to meet the terms provided, within the product's warranty period. Unless otherwise required by applicable law or agreed between G2 and the purchaser of the product, the warranty period varies based on product category and type of equipment, as shown in table 1.

The warranty period starts from the actual product manufacturing date. To cover for the average time between manufacturing and delivery, 6 months will be added to the published warranty period. For all warranty repairs G2 will cover parts and labour of the repair of the product. We will return equipment via our standard shipping method.

**FAULTY FROM NEW (FFN):** G2 will provide a new product free of charge in case a product fails within 30 days after invoice date upon return of the faulty part. Advance replacements are not available. A copy of the original invoice and a clear fault description are required to request RMA and an FFN replacement.

**NON-WARRANTY REPAIRS:** For all non-warranty repairs, G2 will apply a product specific flat rate repair price that includes charges for parts, labour and return shipping. Contact your sales contact for pricing. Non-warranty repairs are granted an extended warranty of 12 months from the repair date.

**PACKAGING YOUR SHIPMENT:** Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

1. All electrical components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
2. All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
3. External packaging must be sufficient to protect the contents from the usual hazards of shipping.
4. Do not write or tape on the original product packing.

**PRODUCT WARRANTY PERIODS:** Products warranty periods lists warranty durations for most G2 equipment, sorted by category.

**PRODUCT WARRANTY:** Table 1

Detectors Wired - 2 years  
Detectors Wireless – 2 year  
Fire panels – 2 years  
Fire beams – 2 years

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Software – 2 years

Panel accessories – 2 years

**Non-warranty items:**

Cable

Batteries

Test Sprays