

## Returns & Refund Policy

Cyber Connect enforces a strict **No Returns, No Refunds** policy for all products, except where required by law or as stipulated by specific product terms. In cases where returns are allowed, a handling fee ranging between **20% and 30%** may be applied.

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## Faulty Items and Repair Policy

### 1. Faulty Product Reporting

Customers experiencing issues with a faulty product must complete and submit a Return Merchandise Authorization (**RMA**) form to initiate the warranty or repair process. **Damage caused by misuse or improper handling by the user is not covered under the warranty.** The process for addressing faulty items is as follows:

- **Warranty Verification:** The product's warranty status will be checked against the manufacturer's terms.
  - **Out-of-Warranty Products:** If the product is no longer covered by warranty, the customer will be informed and can request a repair quote. This may involve shipping the product to the manufacturer for repairs.
  - **In-Warranty Products – Within 5 Calendar Days:** Products purchased within 5 calendar days of submitting the RMA and still under warranty will be replaced.
  - **In-Warranty Products – Beyond 5 Calendar Days:** If more than 5 calendar days have passed since the purchase, but the product remains under warranty, it will be sent to the manufacturer for repairs.
  - **Diagnostic Check:** A basic diagnostic check will be performed on all returned products, regardless of warranty status, to assess whether the product has been configured or commissioned incorrectly.
  - **Service Charge:** If the product is found to be in proper working condition, a service charge of **R500 per hour** will be applied for the testing, irrespective of the item's warranty status.
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### 2. Warranty Terms

All hardware purchased from Cyber Connect is subject to the terms of the manufacturer's warranty. Customers are advised to consult the warranty documentation relevant to the product for complete details regarding coverage. An extended warranty can be purchased for an additional surcharge of 30% of the purchase price.

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### 3. Items Not Collected

Items that remain uncollected for more than **6 months** will be scrapped or sold to recover any associated costs.

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### Errors and Omissions Excepted (E&OE)

Please note, this policy operates under an **Errors and Omissions Excepted (E&OE)** clause. Cyber Connect maintains a strict **No Refunds** policy.

