

ZKSoftware South Africa Limited Hardware Warranty Policy

Hardware Warranty

ZKSoftware SA provides a two (2) year limited hardware warranty to authorized clients of ZKSoftware SA as follows:

ZKSoftware SA warrants that all hardware products will be free from defects in material and workmanship that can result in a material deviation from the applicable published ZKSoftware technical specifications or customized specifications for that particular client ("Hardware system failure"). Upon the occurrence of a Hardware system failure, ZKSoftware SA will repair or replace such product hardware within ten (10) working days of the receipt of the failed hardware. The hardware product must be shipped to ZKSoftware SA and the shipping cost must be pre paid and is not the responsibility of ZKSoftware SA.

For the replacement product the warranty will be the remainder of the warranty of the original product or sixty (60) days, whichever is longer.

Warranty Start Date Notice:

All ZKSoftware SA warranties start on the date of Commercial Invoice or Tax Invoice or 30 days from the date of shipment, whichever occurs first. All warranty claims must be submitted before the expiration date of the warranty term.

Warranty Limitations

This warranty will only be upheld upon the proper use of the ZKSoftware SA hardware and shall not apply if the hardware has been modified without ZKSoftware SA written approval, if the serial number of hardware has been removed or if the product has been damaged or impaired in any way including but not limited to lightning, surge, water or malicious damage. This warranty is in lieu of all other rights, conditions and warranties. ZKSoftware SA makes no warranty or representation, either express or implied, with respect to its products or documentation, including their quality, performance, merchantability, or fitness for a particular purpose.

Under no circumstances will ZKSoftware SA be liable for direct, indirect, special, incidental or consequential damages arising out of the use of or inability to use our products or documentation, even if advised of the possibility of such damages. ZKSoftware SA is not responsible for any costs including, but not limited to, those incurred as a result of lost profits or revenue, loss of data, cost of losses.

ZKSoftware will also not be liable for any personal injury or death because of the use of our products, directly or indirectly.



HD Combrinck
General Manager
ZKSoftware (SA)(PTY)Ltd

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