



## Warranty Policy

Digital Twin products and services are subject to the following warranty provisions; Warranty Period - 1 year. An extended Warranty Period is optional at a modest additional cost. Our sales professionals will assist you in this respect.

The warranty requires the return of the defective part/product directly to Digital Twin South African offices at 41 Willowbrook Office Park, Van Hoof Street, Ruimsig, South Africa.

Replacement parts or product may be new or refurbished and will meet or exceed specifications of the original parts or products. Proof of purchase may be required and the original warranty period will not be extended.

The removal, defacement or tampering with any sticker bearing the serial number of any equipment, shall render the warranty in respect of that equipment null and void.

### Summary of Warranty Cover

- Covers defects in materials, components or workmanship.
- Repair at Digital Twin i4 Group repair centre.
- Replacement of parts or product (at the sole discretion of Digital Twin) may be new or refurbished and will meet or exceed the specifications of the original parts or products.
- Technical Support

### Defects Excluded

- Fair wear and tear and misuse.
- Damage by mishandling or in Transit Damage.
- Operation or storage outside of environmental specification or operation outside permitted voltage/frequency range.
- Batteries - as these will naturally degrade over time and will need to be replaced.

#### Digital Twin (Pty) Ltd

Tel: +27 11 958 2529

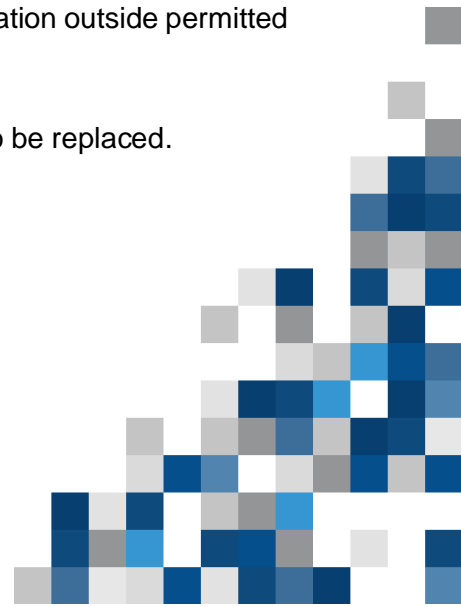
Email: [info@digitaltwin.digital](mailto:info@digitaltwin.digital)

**Head Office:** 33, 34 & 48 Willowbrook Office Park, BLOCK C Van Hoof Street Ruimsig, Roodepoort, 1724

**Cape Town Office:** Unit 14, Eden on the Bay Mall, Cnr Sir David Baird and Otto Du Plessis Drive Bloubergstrand

[www.digitaltwin.digital](http://www.digitaltwin.digital)

Richard Creighton | Ivan Potter | Anton Torlutter





- Lightning Strikes, power surges or damage caused by load shedding.
- Should you have any questions relating to the Warranty of any Digital Twin product or require any technical support please contact Digital Twin on +27 11 958 2529.

## Limitation of Liability

Except for the commitments outlined above Digital Twin will not be liable for any direct or indirect, special, incidental, consequential or any other type of damage or loss.

### Digital Twin (Pty) Ltd

Tel: +27 11 958 2529

Email: [info@digitaltwin.digital](mailto:info@digitaltwin.digital)

**Head Office:** 33, 34 & 48 Willowbrook  
Office Park, BLOCK C Van Hoof Street  
Ruimsig, Roodepoort, 1724

**Cape Town Office:** Unit 14, Eden on the  
Bay Mall, Cnr Sir David Baird and Otto  
Du Plessis Drive Bloubergstrand

[www.digitaltwin.digital](http://www.digitaltwin.digital)

Richard Creighton | Ivan Potter | Anton Torlutter

