

GPT STANDARD WARRANTY TERMS AND CONDITIONS

1. GPT warrants that the equipment that you have purchased from GPT is free from defects in materials or workmanship under normal use during the Warranty Period. The carry in Warranty Period commences on the date of invoice and shall continue for a period of 12 months thereafter.
2. During the Warranty Period, GPT will, at its discretion, repair or replace any defective components such as power suppliers, displays, motors, PCBs, printers, gearboxes due to normal wear and tear, at no cost to the customer. All component parts or hardware products removed under this Warranty will become the property of GPT.
3. The OEM warranty will be guaranteed during the warranty period, on condition that the equipment is serviced regularly as per the manufactures guidelines, failing to do so will result in the warranty being voided.
4. It is mandatory that the unit product number and serial number be made available when requesting a warranty repair. Failure to do so may result in the event being deemed out of warranty by GPT. Customers may be required to provide proof of purchase as a condition of receiving warranty service.
5. The OEM Warranty will however exclude the following:
 - 5.1 Damage arising as a result of an unauthorized service agent completing work on the equipment. Mechanical or electric damages resulting from incorrect installation, configuration, usage or other activities inconsistent with the operation manual or contradictory to technical specifications attached to the device;
 - 5.2 Damage arising as a result of any other person other than an authorized service agent modifying, altering, upgrading or making additions to the equipment;
 - 5.3 Damage arising from any willful or unintentional act of neglect, misuse or omission by the Customer, its agents, servants, contractors, representatives, invites or any other person whether or not that person is under the control, or direction of the Customer or client. Damage caused by insects or vermin;
 - 5.4 Damage as a result of an unauthorized person operating the equipment;
 - 5.5 Damage to the equipment caused as a result of improper operation, other than that as defined as per the OEM specifications;
 - 5.6 Damage due to foreign objects such as paper clips, rubber bands or staples;
 - 5.7 Damage caused by power surges or lighting damage;
 - 5.8 The replacement of consumables, maintenance kits and wear, tear items and services;
 - 5.9 Service events that result in a "No Fault Found" event;
 - 5.10 Improper maintenance;
 - 5.11 Damage during transit;
 - 5.12 The serial number has been removed, damaged or rendered defective;
 - 5.13 Onsite support and guaranteed MTTR;
 - 5.14 New equipment currency upgrades required due to new currencies or series released by The South African Reserve Bank, or the Central Bank located within the country the equipment is supplied.
 - 5.15 Missing parts.
 - 5.17 The Warranty does not cover any software by third party manufacturers or vendors, that is installed on the device under repair and delivered along with the device to the Service Centre.
 - 5.18 Delivery of the equipment or part to and from Customer's premises.
6. Goods claimed under warranty must be returned to H/O, 8 Saturn Crescent, Linbro Business Park, Frankenwald Gauteng, South Africa - attention: RMA.
7. All devices returned are to be packaged in suitable protective packaging, in failing to do so the warranty claim may be deemed null and void.
8. All devices returned are to be accompanied by the RMA documentation including the following:
 - 8.1 Machine serial Number;
 - 8.2 Fault diagnosis;
 - 8.3 Return detail (Physical address, contact name and number);
 - 8.4 Package to be clearly marked RMA;
 - 8.5 Reference number;
9. GPT aims to ensure that the product will be operational and available to the end user within seven business days following arrival of the faulty equipment at the Central Services reception.
10. All warranty repairs carry a 60 day guarantee which run concurrent with the manufactures' original warranty term.