

**Ndlovu Fencing (Pty) Ltd**  
**t/a Stafix Electric Fence and Security Centers**

**CUSTOMER AFTER SALES SERVICE POLICIES**

**Introduction**

Stafix Electric Fence and Security Centers take pride in being the exclusive sole importers, manufacturers, and distributors of the Stafix and JVA Ranges of Electric Fence Energizers and Accessories and of the unique Roboguard and Askari Outdoor Beam Systems. We are also manufacturer-backed distributors of the Centurion, E.T. and Dace Gate Automation Systems, IDS Alarm Systems and Dahua CCTV Products. All of these product ranges are tried and tested and have been marketed for many years and it is our responsibility to maintain the good name of these internationally recognized brands by providing good after sales back-up service to our customer base.

Stafix Electric Fence and Security Centers do not install security products or erect electric fences. While we do sell retail from our countrywide network of shops, our preferred route to the market is through competent, well-trained installers who will sell to and deal directly with the end user, thereby ensuring that our products are correctly installed and that the end user is satisfied. Should a walk-in retail customer require an installation, our sales staff will recommend at least three certified installers who have attended our training courses.

**Our Warranty Policy**

All products sold from Stafix Electric Fence and Security Centers are covered by warranties ranging from 90 days to 10 years. (See Warranty Period table below.) All warranties are product related and are free of charge in-house; cover faulty workmanship, faulty components or product failure; but exclude acts of nature such as lightning, or flooding, and malicious damage, fire or incorrect usage of the product.

The warranty will be null and void if the product has been tampered with or modified by anyone other than a certified Stafix technician. To the maximum extent permitted by law, these warranties are exclusive, personal to the relevant customer and in lieu of all other warranties, representations or conditions relating to the product (whether expressed or implied or whatever arising) or originating by statute, law trade, custom or otherwise.

Please note: *In-house* means a warranty repair or replacement will be done free of charge at a Stafix branch and does not cover transport to or from the branch. Stafix, should it be necessary, will cover the cost of returning the product to and from the original manufacturer. While every effort will be made to repair, or if necessary replace a warranty repair immediately, this may not always be possible.

**Product Support**

**1. Installer Support**

Each of our outlets has trained technical support backed by regional support specialists. If a certified installer has an on-site problem, we offer telephonic or in-store assistance. If the problem persists and the certified installer requires on-site assistance, we will provide this. If the problem is product related and is under warranty, we will, if possible, replace or repair the product on-site free of charge. If, however, the problem is installation related, we will assess the situation and, if deemed necessary, charge a call-out fee to cover kilometers traveled. It is imperative that if an installer requires a Stafix technician's assistance on site, that the installer accompanies that Stafix technician to site and that he remains on site to assist the technician.

**2. Retail End User Support** - if the installation is done by a Stafix recommended installer

In the event of a customer not being satisfied with an installation that has been done by a Stafix recommended installer, the customer is encouraged to contact his/her nearest Stafix branch so that the branch can assist by exerting pressure on that installer to return and rectify the **problem**. If the installer does not respond, Stafix will recommend another installer to assist the customer or, in a worst-case scenario, visit the site and recommend what exactly has to be done to rectify the problem. While every effort is made by Stafix to recommend Department of Labour certified installers, even these can, on occasion, not provide satisfactory service, and Stafix cannot take responsibility for their actions.

**3. Retail End-User Support**

While it is our recommendation that a trained and certified installer be used to install our products, (especially for security installations and here we would recommend three suitably qualified installers for the type of installation envisaged), we will also provide in-store and telephonic back-up service to the retail customers. However, should the retail customer require a site visit and s/he has not attended one of our training courses, we will endeavour to assist but even if the problem is product or installation related we will charge a call-out fee based on AA rates even if it is a product fault covered by warranty.

**4. Retail End-User Support** - for a customer who has not used a qualified installer (i.e. not recommended by Stafix), or an end-user who has not utilized products supplied by Stafix

In these events the Stafix technician will be entitled to charge for time and Kilometers travelled, payable on completion of their visit.

**N.B. End-users of electric fencing products are advised to acquaint themselves with the laws applicable to electric fencing, especially in the case of an electric security fence which requires a Certificate of Compliance (COC) issued by a registered installer.**

**WARRANTY PERIODS**

<b>Product or Product Category</b>	<b>Warranty Period in South Africa</b>
Energizers – Stafix or JVA Brands	2 Years
Stafix or JVA monitors	2 years
Any other energizer brand	According to the manufacturer’s warranty if purchased from a Stafix branch
Batteries fitted within energizers	90 days
Insulators - porcelain	10 years
Insulators - plastic	5 years
Dahua Cameras, Roboguards, Gate motors, external batteries and other accessories	According to the manufacturer’s warranty