

WARRANTY AGREEMENT: ULTRA-POWER HIGH SURGE APPLIANCE PROTECTION PRODUCTS 12 MONTH WARRANTY

This warranty specifically covers damage to appliances caused by electrical surges when ULTRA-POWER High Surge Appliance Protection (ULTRA-POWER HSAP) Products are used in accordance with the terms outlined in this warranty.

The **ULTRA-POWER High Surge Appliance Protection Products** are:

- SPT04-S **Ultra-Power High Surge Plug top**
- SAD05HS **Ultra-Power High Surge Safe Power Protector**
(Collectively; ULTRA-POWER High Surge Appliance Protection (ULTRA-POWER HSAP) Products)

The ULTRA-POWER HSAP products come with a 12-month manufacturer's warranty, safeguarding against defective materials and workmanship from the date of purchase. Any damage resulting from an electrical surge to appliances used correctly with the ULTRA-POWER HSAP product will be covered under this warranty. Please note that failure to adhere to the correct usage guidelines will void the warranty.

APPLICABLE CONDITIONS FOR THE ULTRA-POWER APPLIANCE PROTECTION PRODUCTS:

1. The ULTRA-POWER HSAP products are for domestic use and must only be used within the borders of the Republic of South Africa.
2. Do not use these ULTRA-POWER HSAP products with heavy duty tools and/or any similar equipment.
3. This warranty will only apply if the ULTRA-POWER HSAP product shows signs of damage caused by the effects of a power surge whilst being used for its intended purpose and within its designed capabilities.
4. In the event of a power surge, only the appliances correctly listed as per the claim nomination form will be covered.
5. The ULTRA-POWER HSAP products must be plugged directly into a correctly grounded/earthed 3-wire AC 16 Amp outlet not exceeding 250 Volt supply and the property in which the ULTRA-POWER HSAP products are used must be electrically compliant.
6. No extension cords and/or multiplugs and/or adaptors and/or off-grid power generating hardware such as, *inter alia*, generators and/or inverters must be used in conjunction with any ULTRA-POWER HSAP products, as well as off-grid power generating hardware such as generators and inverters.
7. This warranty form must be completed in full and submitted online (warranty@ultra-power.co.za) within 14 (fourteen) days of purchase of the ULTRA-POWER HSAP. The original form and proof of purchase must be retained and produced in the event of a claim. If the appliance is changed within the 14 day period and the date of your claim, a new claim must be submitted with the new/different appliance's details.
8. This warranty will only cover loss or damage occurring as a result of an electrical mains induced surge and not spontaneous component failure, or another failure/s not related to an electrical surge.
9. The appliance manufacturer's warranty, if applicable, will be observed prior to the implementation of this warranty.

WARRANTY EXCLUSIONS:

This warranty does not include:

1. damage caused due to fair wear and tear;
2. any loss and/or damage caused by fire, theft, flood, abuse or misuse whether intentional or unintentional, including use that is contrary to the instructions provided;
3. damage caused by a direct lightning strike;
4. damage caused by incorrect use and/or modifications made to the ULTRA-POWER HSAP products;
5. service charges and/or service calls;
6. routine maintenance;
7. installation and/or re-installation costs, including set-up costs;
8. shipping and transport cost;
9. the use of the ULTRA-POWER HSAP products outside of the Republic of South Africa.

CLAIMS PROCEDURE:

1. Claims must be lodged within 7 days of the warranty event.
2. In the event of a claim, register either online at ultra-power.co.za (the 'WARRANTY' tab and then the 'submit claim') or email to warranty@ultra-power.co.za.
3. Complete the online claims questionnaire or the Claims Nomination Form (found at the end of this document) to be emailed to warranty@ultra-power.co.za.
4. The claim must be submitted with the following documents:
 - 4.1. the completed warranty form;
 - 4.2. the proof of purchase for the ULTRA-POWER HSAP;
 - 4.3. a photo of the ULTRA-POWER HSAP product/s;
 - 4.4. the proof of purchase of the appliance;
 - 4.5. a photo of the appliance;
5. The customer is to obtain an inspection report and quotation for the repair of the damaged appliance from the manufacturer or its authorized agent.
6. The inspection report and quotation must be sent to Interfoto who at its discretion may request to perform its own inspection of the damaged appliance/s and ULTRA-POWER HSAP product, prior to any claims and/or repairs being authorized. In this event the damaged appliance and the ULTRA-POWER HSAP product must be delivered to Interfoto's returns department or a nominated site for inspection. The customer will be responsible for arranging for collection and delivery and will remain liable for the costs associated therewith.
7. Interfoto will conduct an inspection to determine the cause of the damage and the course of action and will inform you of the conclusion within 20 working days of receipt of the appliances at its nominated address.
8. After inspection, Interfoto will either repair or replace, in its sole discretion, the appliance up to a maximum of R30 000.00 per claim.

CLAIMS NOMINATION FORM:

Important:- The warranty will only be registered if the details are filled in correctly and legible, any conditions not met will deem this warranty null and void.

ULTRA-POWER HIGH SURGE APPLIANCE PROTECTION PRODUCTS:

Product Code	Product Description	✓ Applicable Product
SPT04-S	Ultra-Power High Surge Plug top	
SAD05HS	Ultra-Power High Surge Safe Power Protector	

LIST THE APPLIANCES THAT WILL BE USED ON THE ULTRA-POWER HIGH SURGE APPLIANCE PROTECTION PRODUCTS:

	Name of Appliance	Serial Number of Appliance	Qty	Approximate Rand Value
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
Total Approximate Rand Value				

Customer's Details:

Title: _____ Surname: _____ First Name: _____

Tel (W): _____ Tel (H): _____ Tel (Cell): _____

Preferred method of contact: Tel. Email _____

I consent to the processing of my personal information in accordance with the POPIA clause below.

Signed at: _____ this: _____ day of _____ 20 _____

Customer's Signature: _____

PROTECTION OF PERSONAL INFORMATION ACT, NO 4 OF 2013 ("POPIA")

I acknowledge that:

1. insofar as Interfoto might process my personal information in accordance with this agreement I hereby consent to the processing of my personal information by Interfoto and any other information that I may provide to Interfoto for all purposes related to this agreement.
2. Interfoto may, from time to time, store, transfer and process my personal information in and to countries outside of the RSA. Interfoto shall take all reasonable steps necessary to ensure that any personal information transferred outside of the RSA is protected and is processed as required by POPIA and the applicable data protection laws in that country. By submitting my personal information to Interfoto, I consent to the transfer, processing, or storage of my personal information outside of the RSA.
3. I am entitled to withdraw my consent to the processing of my personal information by giving written notice Interfoto together with the grounds; therefore, provided that the lawfulness of the processing of personal information before such withdrawal will not be affected or the withdrawal will not affect any processing that:
 - 3.1. is necessary to carry out actions for the conclusion or performance of this warranty;
 - 3.2. complies with an obligation imposed by law on Interfoto.
 - 3.3. protects a legitimate interest; or
 - 3.4. is necessary for pursuing the legitimate interests of Interfoto or a third party to whom the personal information is supplied.
4. I am entitled to object, by written notice to Interfoto, to the processing of my personal information on reasonable grounds, unless legislation provides for such processing; and lodge a complaint to the information regulator, established or to be established in terms of POPIA, regarding the alleged unlawful processing of the data subject's personal information by the responsible party.