

BST PRODUCT WARRANTY

1. BST Pty Ltd warrants each Product, as defined in article 2 below, against defects in material and workmanship under normal use and service, in accordance with the product specifications. The warranty period extends for a period of twelve (12) months from the date of shipment to the original purchaser.
2. The Products are defined as follow:
 - StarGate Access Point
 - StarPoint Subscriber Unit
 - StarLink Point-to-Point Link
 - StarLink PDH
 - StarLink Argus
3. This express warranty is extended by BST to the original purchaser and is not assignable or transferable to any other party. This is the complete and exclusive warranty for products manufactured by BST and may not be enlarged without BST 's express written consent.
4. BST will at its option repair, exchange or replace the Product during the warranty period at no charge, provided it is returned in accordance with the terms of this warranty. Replaced parts are warranted for the balance of the original applicable warranty period. For Products not covered by the warranty (due to age, misuse and/or damage), a quote for repairs will be issued, and no work will be performed until a valid purchase order is received. The rate for repairs is R 450.00 per hour, plus materials. Product left over 30 days without repair authorisation and purchase order will be returned with evaluation charges and shipping costs applied.
5. BST is not responsible for the operation or performance of
 - (i) value-added products in which the Product is incorporated
 - (ii) any ancillary equipment not furnished by BST, which is attached to or used in connection with the Product
6. The foregoing warranties will not apply if replacement is required due to accidents, neglect, abuse, misuse, tampering, intentional damage or other acts or omissions.
7. BST is not responsible for :
 - (i) its failure to provide service or parts due to circumstances beyond its control due to Force Majeure
 - (ii) Defects or damage resulting from use of the product in other than its normal and customary manner
 - (iii) defects or damage from misuse, accident or neglect
 - (iv) defects from improper testing, operation, maintenance, installation, alteration, modification or adjustment
 - (v) defects or damage due to lightning or other electrical discharge
 - (vi) product which has been disassembled or repaired by an unauthorised service centre or individual
 - (vii) modification, tampering with or abuse of the product
 - (viii) freight costs to repair depot
8. In order to obtain warranty service:

products returned for warranty or non-warranty repair must be assigned a Material Discrepancy number by BST, which can be obtained by contacting BST's correspondence office. The customer is to provide a shipping list stating

 - (i) the Material Discrepancy number
 - (ii) a description of the specific problem
 - (ii) product serial numbers
 - (iii) Contact information, including full shipping address, a contact name and telephone number