



IMPORTERS & DISTRIBUTORS OF SEWING MACHINES, SPARE PARTS & ALLIED GOODS

Ck 1992/034509/23

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## Warranties and returns

Subject to these terms, all goods carry an implied warranty in accordance with the Consumer Protection Act 68 of 2008 ("CPA")

Subject to these terms, all goods carry an implied warranty in accordance with the Consumer Protection Act 68 of 2008 ("CPA") which gives the consumer the right to return the unsafe and defective goods in terms of section 20 read together with section 56 of the CPA. Our goods also carry a 6 month warranty on Industrial Sewing Machines and 1 Year on Domestic sewing machines where applicable, which will run concurrently with any warranty in terms of the law.

The implied warranty on goods supplied places an obligation on Ramsi CC to accept the return of unsafe or defective goods within six months of delivery, in the event of the goods not complying with requirements and standards contemplated in section 55 of the CPA.

Under no circumstances will we accept returned goods where the consumer has been afforded the opportunity to inspect the goods prior to the purchase and subsequently changed his/her mind about the goods, the goods have been damaged due to the consumer's negligence, the goods have been disassembled, permanently installed, physically altered, used or installed contrary to our or the manufacturer's instructions and/or have been subjected to misuse or abuse.

We sell domestic sewing/overlock/steam presses for domestic purposes only and for the purpose for which they were manufactured. Normal wear and tear will also be excluded. If you want to return alleged defective goods in terms of a warranty, we or the manufacturer/distributor will assess the goods to determine the reason for the defect in the goods.

We will consider and deal with all other returns in terms of applicable law, the manufacturers' warranty. All refunds are less any charges permissible in terms of the law. If you are entitled in law to return goods to us for any reason, the law in certain instances allows us to charge you for the use of the goods and to get the goods for restocking.

Due to the nature of the goods and/or copyright restrictions, you cannot return computer and digitizing software or any software supplied, speakers, CD's, DVD's and Bluray discs unless it is found that the goods were defective at the time of purchase.

As a valued customer, we shall at all times endeavour to provide you with the best customer service and ensure that all your rights in terms of the Consumer Protection Act are protected. Please retain your invoice as proof of purchase.

The warranty offered by Ramsi CC is a carry in warranty unless as otherwise stipulated by Ramsi cc.

## WHAT IS NOT COVERED

1. The warranty does not cover any defects caused by foreign objects /connection errors that is not part of the machine, including but not limited to;
  - 1.1 use other than domestic use by the customer or his/her immediate resident (for domestic sewing machines/overlockers/steampresses);
  - 1.2 failure by the customer or any other person to comply with the manufacturers' instructions for installation, maintenance or use;
  - 1.3 the use of accessories which have not been approved by the manufacturer;
  - 1.4 the application and/or use of any incorrect or abnormal electrical supply to the machine;
  - 1.5 any defect in wiring, electrical connections which does not form part of the machine at the time of the original purchase;
  - 1.6 the presence in the machine of objects which the machine is not intended to cope with, such as pins, coins and buttons.
  - 1.7 neglect, misuse, or willful abuse of the machine;
  - 1.8 anything related to the appearance of the machine which does not in Ramsi CC sole opinion prevent the machine from working adequately: this includes but is not limited to cosmetic and manufacturers' defects such as: discolouring of any part of the appliance, paint peeling off, cracked or broken handles, plates, hinges, wheels, panels, or any portion of the product which is glass;
  - 1.9 rust or the effects of rust;
  - 1.10 repairs or attempted repairs of the machine by any person other than Ramsi CC or its authorized repairers;
  - 1.11 any modification of the machine by any person other than Ramsi CC or its authorized repairers;
  - 1.12 parts or items of the machine which are expected to wear out before the extended warranty period expires, including but not limited to, drive or fan belts, fuses and/or light bulbs;
  - 1.13 fire, food, war, civil disturbance, industrial action, acts of God or any other causes beyond the reasonable control of the Ramsi CC;
  - 1.14 any defect arising out of the design of the machine;
  - 1.15 any defect caused by lightning strike or power surges or load shedding;
  - 1.16 any damage caused due to the use of generic parts;
  - 1.17 Incorrect fitment of needles, presser feet, bulbs, belts, bobbin cases, motors, feed dogs, needle plates, and subsequent damage thereof
2. In addition, Ramsi CC will not be liable for the costs of –
  - 2.1 maintenance, including cleaning, insect infestation;
  - 2.2 work covered by the manufacturers' recall of the machine; and
  - 2.3 material or labour which are recoverable from the manufacturer or any person who may be held responsible in terms of any other guarantee or warranty.
3. Ramsi CC will not in any circumstances be liable for any consequential loss or damages suffered by the customer whether directly or indirectly related defect in the machine to the extent permissible by law.
4. Repairs may not be effected without prior authorization from Ramsi CC.
5. Ramsi CC warranty is a carry in warranty, unless otherwise stated. In the event by arrangement, an Authorised service agent is sent to the customers premises, Ramsi CC authorised repairers reserve the right not to do house calls in areas where their personal safety may be at risk.
6. Warranty does not cover computer software.