

Returns and Refunds Policy and Product Warranty

Returns and refunds

Customers can return their merchandise to CMM Systems for a refund under the following terms and conditions:

- notify CMM Systems within 7 days from date of purchase
- product in supplier package. Re-package and include all original product packaging.
- no evidence of product tempering or misuse
- refund amount excludes shipping fee
- product must be ready within 10 days after delivery date.

Refunds are subject to inspection of products and in some instances, products will be sent to supplier for evaluation and testing. This can take up to 15 working days. Once a refund has been approved, this may take 3 - 5 business days to be finalised.

All returns are subject to a 15% restocking fee if item is no longer in BRAND NEW condition or if item seal/packaging has been broken.

All software products are unfortunately not eligible for credit or refund once purchased.

CMM Systems reserves the right to refuse a refund application if a product is damaged, misused or if some items are missing, or if the product is altered in any way.

CMM Systems or its affiliates are not responsible for damage or loss of any kind that may occur because of using or misusing any product purchased from them.

CMM Systems does not reimburse your fee to ship to us, but we will pay for return shipping if the item is replaced. CMM Systems will only cover return shipping of a faulty unit within 30 days of purchase, after which, a shipping fee starting at R150 will be applicable for return of the product.

Warranty

All products have a 12-month warranty (unless otherwise stated) which will be honoured by CMM Systems.

A product can either be replaced or repaired or refunded depending on stock availability and condition.

Products will require evaluation by CMM Systems before a warranty claim can be accepted.

Send email to queries@cmmsystems.co.za should you need to return an item

Disclaimer

The warranty will NOT be valid and CMM Systems will NOT be responsible for any damage or injury of any kind resulting from:

- electricity fluctuations and surges, lightning strikes, faults in the building wiring, faulty installations, and improper use of controls
- failure to use the product in accordance with the operating instructions and or general misuse and or abuse
- damage caused by a superior force (vis major) or if the product has been infested with insects or pests

- if a product is physically damaged after being left in our store
- if water or liquid caused the damage to the product
- if the warranty seal is tampered with
- any repair or tampering by an unauthorized person or attempt to repair or tamper with the equipment, or use of parts not supplied by authorized agents, or alterations or modification to the equipment shall render the warranty null and void.