



3 Mendelssohn Road , Roosevelt Park , Johannesburg  
Tel - 011 482 9957/8 or Tel – 011 888 6493  
[admin@6thsensesecurity.co.za](mailto:admin@6thsensesecurity.co.za)

### **Payment Policy**

- Full payment is required before an installation is booked in and scheduled.
- Proof of payment should be emailed through to [accounts@6thsensesecurity.co.za](mailto:accounts@6thsensesecurity.co.za)
- Payments for service calls are immediately due after the work has been completed and invoice created.
- 6th Sense Security does NOT offer payment terms.
- Should payment not be received within 7 days after invoice date your account may be handed over for listing and collection, these costs will be for your account.

### **Guarantee/Warranty Policy**

- A 12-month warranty is given on all new equipment supplied by us and as per manufacturer / supplier stipulates.
- On new installations we guarantee our workmanship for a 12month period starting the day of hand over.
- Service exchanges and repaired items which include service calls, have a 3-month warranty.
- If an electronic item or device is reported faulty, it will be removed and sent in for repairs or replaced at the supplier's discretion.
- Guarantee does not cover vandalism or any acts of GOD or anything not under our control, Grid failure, loadshedding, power spikes or if it is used for other purposes other than which it was intended for.
- Guarantee lapses once a 3rd party or anyone not representing 6th sense security works/ adjusts or tampers the device.
- Batteries do not have any guarantees due to the uncontrolled charging conditions in South Africa
- If we attend to any call outs and it is not under warranty, the repair and cost of the repair will be billed on a time and material basis. I.e....labour and service call charges will apply (service call of R550 ex vat and R450/ hour) for time spent on site.
- Equipment will be checked and serviced by the manufacturers.
- Agents have final verdict with regards to warranty claims, even though we will always have our clients best interests in mind.
- Calls and repairs need to be booked through our offices. (During office hours)