

**OLD DOG
ELECTRONICS**



Warranty And Returns Policy

Product Warranty

1. **Coverage** Main products are covered for **12 months from the date of purchase**. Coverage will not extend beyond **18 months from the purchase date**, regardless of installation date. Auxiliary devices not manufactured by Old Dog Electronics (e.g., sirens) are covered for **6 months from the date of purchase**.
2. **Repair or Replacement** During the warranty period, Old Dog Electronics will, at its discretion, repair or replace any component found to be defective under normal installation, use, and service. Products must be returned to the dealer from which they were purchased.
3. **Proof of Purchase & Serial Tracking** All warranty claims must be accompanied by a copy of the original purchase receipt showing date and price. Products are serialized, and warranty claims will be verified against the serial number records.
4. **Shipping Responsibility** Customers are responsible for shipping defective products to Old Dog Electronics.
5. **Exclusions** This warranty does not cover damage caused by misuse, abuse, neglect, accidents, incorrect wiring, improper installation, tampering with or removal of serial numbers, or unauthorized repairs or modifications.
6. **Limitations** Warranty coverage is limited to defective parts only. Old Dog Electronics is not liable for incidental or consequential damages.
7. **No Insurance Guarantee** This warranty does not cover theft or loss and must not be interpreted as an insurance policy.
8. **Policy Changes** Old Dog Electronics reserves the right to amend this warranty policy at any time without prior notice.

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Returns & Refunds

- Returns follow South African consumer law.
- Start the process by emailing olddogelectronicsza@google.com.
- We'll guide you through the steps to keep everything documented.

Returning an unwanted product

- Allowed within **7 days** of delivery/collection.
- Conditions:
 - Product must be unused, undamaged, and in original packaging with all labels/seals intact.
 - All accessories must be included.
 - You cover return shipping.
- After 7 days: Returns only accepted if the product is defective.

Shipping

Local (South Africa)

- Orders ship within **1–2 business days** of payment.
- Delivery via **PAXI**: usually **3–5** or **7–9 working days**.
- Overnight shipping available on working days only.
- We'll email you tracking details once dispatched.
- We're not liable for delays, but we'll do our best to deliver quickly.
- Delivery charges follow our current pricing structure (subject to change).

International

- Shipping fees quoted individually — contact us for rates.
- Customs duties, clearance, and fees are your responsibility.
- We're not liable for delays or losses during customs processing.
- Orders ship with full value declaration and packing list.

Effective date: 27 January 2021