



Sabre Products (Pty) Ltd.

Reg:- 2016/056187/07 VAT Number: 4070275591

Directors / Owners Peter-John Krauspe | Ayla Hair | Cheryl Rodrigues

DBN (HO) +27 31 101 3044 JHB +27 11 461 6385

PE/CT +27 41 111 0010 EL +27 43 111 0189

Sabre On-Site Service Terms

1. Product Knowledge & Billable Time

Sabre supplies and supports a wide range of products. While our staff are skilled in many, additional billable time may be required for unfamiliar or specialized equipment. Clients will be advised if extra research or setup is necessary.

2. On-Site Support & Billing

Support is charged on time and materials once work begins. Delays beyond Sabre's control (e.g. site issues or third-party cabling) remain billable. All work is recorded in a signed service report. If return visits are needed for the same job, no new call-out fee applies, but time and materials are billed.

3. Call-Outs & Travel

- **Call-Out Fee:** Applies within a 50km radius of Sabre offices/representatives (Pinetown, East London, Benoni, plus other SA and regional sites).
- **Hourly Rate:** Charged per hour or part thereof.
- **Travel:** Distances beyond 50km charged per kilometre (AA rates + Google Maps).
- **Payment:** Due within 7 days, excl. VAT.
- **Non-Payment:** Services may be disabled until accounts are settled.

4. Return Visits & Call-Backs

- **Faulty workmanship:** No charge.
- **External causes or additional work:** Billable.
- **Cosmetic requests post sign-off:** Billable.
- **Requests >7 days after job:** May incur charges. Remote fixes may be offered at no cost.
- **Unrelated issues:** New call-out applies.

5. Incomplete Installations

If a job requires multiple visits, all time, travel, and materials will be billed.

6. Non-Payment & Hardware Recovery

If invoices remain unpaid, Sabre may remove installed hardware. Clients have 7 days to settle and request reinstallation (with added costs). After this, hardware may be resold.

7. Warranty & Extended Cover

- **Biometric Devices:** 12-month carry-in factory warranty.

1 Scott Road
Manors
Pinetown, 3610
info@sabreproducts.com



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- **Extended Warranty:** 24–36 months available at 20% of device value p.a. (upfront or via contract).
- **On-Site Insurance:** Optional at extra cost for repair/replacement cover.

8. On-Site Support Contracts

- Minimum 12-month term.
- 20% discount on hourly and call-out fees.
- Minimum of 4 support hours per month required.

9. Client Responsibilities

- **Safety:** Clients must follow Sabre's handling instructions.
- **Estimates:** Quotes are subject to site conditions; extra costs require client approval.
- **Billing Confirmation:** Additional hours/materials are recorded in the signed service document, which forms part of the final invoice.

Sabre Warranty, Returns & Repairs

1. Hardware Warranty

- Standard 12-month carry-in factory warranty.
- Labour for removal/reinstallation is chargeable.
- Damage from vandalism, surges, or force majeure is excluded.
- On-site warranty options available via SLA.

2. Refunds

- **Hardware:** Refundable within 7 days of cleared payment (handling fees may apply).
- **Software:** Refundable within 30 days.
- Items must be in original condition and packaging. Non-resalable goods may attract a 20%+ fee.
- Exchanges allowed for defective/damaged goods.

3. Returns & Shipping

Clients must return items to Sabre's Pinetown office. Shipping costs are the client's responsibility. Trackable/insured services are recommended.

4. Repairs

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- **Conventional Method:** Call-out + labour; non-repairable items sent to manufacturer; loan units (if available) at a month rate
- **Repair/Replace Insurance:** Available at a month cost for 24–36 months; covers replacement and risk

5. Additional Terms

- Extended warranties only available at time of purchase.
- Handling fee applies to out-of-warranty repairs or declined quotes.
- Priority shipping incurs extra cost.
- All ZKTeco devices supported, even if not purchased from Sabre.