

## JoJo Pump Warranty

Please read this document in conjunction with the South African Consumer Protection Act 68 of 2008 (CPA).

### Warranty of Quality

**JoJo warrants its pumps to the original end user/purchaser to be free of defective materials and workmanship under normal use for a period of 12-months from the date of purchase from authorised retailers and distributors. To be eligible for warranty repair or replacement, the pump must be returned to the point of purchase during and up to the expiry date of the warranty period. Proof of date of purchase is required.**

1. Liability in terms of this warranty shall be limited to repair or replacement of the pump. Liability for all and any other losses and/or subsequent damages suffered are expressly excluded.
2. This warranty does not obligate JoJo to bear any cost of removal, installation, transportation, or other charges which may arise in connection with a warranty claim.
3. The warranty shall not apply to repairs or service necessitated by normal wear and tear or for lack of reasonable and proper maintenance.

**This warranty does not apply if in the sole judgement of JoJo the product or any of the components have been;**

- a. Tampered with, disassembled (unless as per JoJo's specific instructions relevant to peripheral pumps and clearly displayed on fan cover), repaired or altered (except as may be pre-authorised by JoJo in writing);
- b. Subjected to misapplication, misuse, neglect or accident; or
- c. Used to pump anything for which the pump was not designed. Such use may compromise or harm the pump and/or any of its components.

### Important

This is the exclusive warranty given by us and no other warrant or guarantees, express or implied shall be of any force or effect. No distributor or other person is authorised to assume any liability or obligated for JoJo other than expressly provided herein.

### Return Policies & Procedures

#### Refunds

**Within 5 days of purchase;** as part of the cooling off clause (section 16 of the CPA), the pump may be returned for refund, provided that it is still within the original packaging, unused, and in the original condition.

**Within 10 days of purchase;** the pump may be returned for refund or replacement if it does not meet the purpose for which intended (section 20 of the CPA) I provided that it is still within the original packaging, unused, and in the original condition. In such instance the pump will be returned to JoJo for an evaluation, after which an inspection report will be provided confirming whether it meets the necessary requirements for refund or replacement.

#### Returns/Repairs

**Within 12 months;** should the pump not operate as specified, or cease to do so within 12 months after being purchased, the return procedure is as follows:

- **Return the pump to the store from which purchased,** together with the proof of purchase (to confirm that it is within the 12-month warranty period). Please ensure that the condition of the pump is as specified above, and that it is still packed in the original packaging.
- **The store will send the pump to the nearest JoJo factory for an evaluation.**
- **At JoJo's election,** (a) the pump will either be repaired (if repairable) which repairs shall be and warranted for three months, or the balance of the 12-month period, whichever period is longer; or (b) the pump will be exchanged (this only applies if the pump is non-repairable, and a replacement pump in similar visual condition will be provided by JoJo).
- The evaluation (once the pump is sent back to JoJo), repair/exchange and delivery to the store will take place **within 14 days.**