

IoT Water Meter Device Warranty

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

1-Year Quality Warranty

1. JoJo warrants the Water Meter Device (herein after referred to as 'the device') 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.
2. To be eligible for warranty replacement, the device must be returned to the point of purchase during and up to the expiry date of the warrant period. Proof of date of purchase is required.
3. Liability in terms of this warranty shall be limited to replacement of the device. Liability for all and any other losses and/or subsequent damages suffered are expressly excluded.
4. 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.
5. 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 device or any other components have been;

- a. Tampered with, disassembled, repaired or altered (except as may be pre-authorised by JoJo in writing);
- b. Subjected to misapplication, misuse, neglect or accident;
- c. Damaged as a result of moisture (due to misuse or incorrect installation);
- d. Damaged as a result of power surges or fluctuations in electrical supply.

Important

This is the exclusive warranty given by us and no other warrant or guarantees, expressed or implied shall be of any force or effect.

Return Policy & Procedure

Claim process

Within 12 months; should the device no operate as specified, or cease to do so within 12 months after being purchased, the return procedure is as follows:

- **Return the device to the place of purchase,** together with the proof of payment (to confirm that it is within the 12-month warranty period).
- **The device will be sent to the nearest JoJo factory for an evaluation.**
- **Upon verification of the defect and eligibility of warranty coverage,** a replacement until will be provided to the original end user/purchaser at no additional cost.