

3A ALARM SYSTEM

Security & Surveillance Solutions

www.3aalarmsystem.com

PRODUCT & INSTALLATION WARRANTY POLICY

Standard 12-Month Product Warranty · 6-Month Installation Workmanship Warranty

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Governed by the laws of the Republic of Mauritius

1. Introduction and Purpose

This Warranty Policy (“Policy”) sets out the terms and conditions under which 3A Alarm System (“3A Alarm System”, “we”, “us”, or “our”) provides warranty coverage on security and surveillance products supplied and installed for our customers (“you” or “the Customer”). It explains what is covered, what is excluded, how long coverage lasts, and the steps to follow when making a warranty claim.

3A Alarm System supplies and installs a range of security equipment, including CCTV cameras, alarm systems, electric fences, and video intercom systems, together with EZVIZ cameras, network video recorders (NVRs), and related accessories. We stand behind both the quality of the products we sell and the quality of our installation work, and we want every customer to have a clear, fair, and predictable understanding of their rights and our obligations.

This Policy provides two distinct forms of cover: a Product Warranty (Section 3) covering defects in the equipment itself, and an Installation Workmanship Warranty (Section 4) covering the quality of our installation work. Please read both carefully and keep this Policy together with your purchase invoice or receipt.

By purchasing products or installation services from 3A Alarm System, you acknowledge that you have read, understood, and agreed to the terms set out below. This Policy does not affect any statutory rights you may have as a consumer under the laws of the Republic of Mauritius. Where a mandatory consumer protection right conflicts with a term of this Policy, that statutory right prevails.

2. Definitions

In this Policy, the following terms have the meanings assigned to them below:

Term	Meaning
Product Warranty	The 12-month warranty covering defects in materials and workmanship of the equipment supplied.
Installation Warranty	The 6-month warranty covering the quality of installation work performed by 3A Alarm System.
Warranty Period	The period during which the relevant warranty applies, beginning on the original date of purchase or installation.
Product	Any camera, recorder, alarm unit, sensor, intercom, electric-fence component, or accessory supplied by 3A Alarm System.
Main Device	A primary functional unit such as a camera, NVR/DVR, intercom, or standalone alarm control panel.
Accessory	A supporting item such as an SD card, power adapter, mount, bracket, cable, or solar panel.
Defect	A fault in materials or workmanship that causes the Product to fail to operate as intended under normal use.
Proof of Purchase	The original invoice, receipt, or order confirmation issued by 3A Alarm System.

Term	Meaning
RMA	Return Merchandise Authorisation — the reference we issue to track an approved warranty return.

3. Product Warranty Coverage

3.1 Standard Warranty Period

All eligible Products supplied by 3A Alarm System are covered by a standard limited warranty of twelve (12) months from the original date of purchase. The Warranty Period is calculated from the invoice date and is not extended or reset by any repair, part replacement, or replacement unit provided under this Policy.

Where a repaired or replacement Product is supplied, it is warranted for the remainder of the original Warranty Period or ninety (90) days from the date of repair/replacement, whichever is longer.

3.2 What the Product Warranty Covers

Subject to the exclusions in Section 5, this warranty covers defects in materials and workmanship that arise under normal use and that prevent the Product from functioning as designed. Where such a defect is confirmed, 3A Alarm System will, at its sole discretion, do one of the following:

- Repair the defective Product using new or reconditioned parts of equivalent quality; or
- Replace the defective Product with the same model, or where that model is unavailable, a comparable model of equal or greater specification; or
- Where repair or replacement is not reasonably possible, offer a credit or refund proportionate to the remaining Warranty Period.

The remedy selected by 3A Alarm System is the Customer's sole and exclusive remedy under this warranty.

3.3 Coverage by Product Category

Different product categories carry different practical coverage owing to their nature and expected service life. The table below summarises how the standard 12-month warranty applies across our range.

Product Category	Coverage	Notes
Cameras (EZVIZ & HIKVISION)	12 months	Full cover for material and workmanship defects.
NVR / DVR recorders	12 months	Excludes pre-installed hard drives after 6 months of heavy use.
Alarm control panels & sensors	12 months	Full cover; excludes tamper and installation damage.
Video intercom systems	12 months	Full cover for material and workmanship defects.
Electric fence energisers	12 months	Excludes damage from vegetation contact, lightning, or tampering.
Power adapters & cables	6 months	Cover for defects only; wear and physical damage excluded.
Rechargeable batteries	6 months	Capacity degradation from normal charging is not a defect.
SD cards & storage media	3 months	Data loss is never covered; see Section 5.

Product Category	Coverage	Notes
Mounts, brackets & housings	3 months	Cosmetic and corrosion damage excluded.
Solar panels	6 months	Excludes damage from weather, impact, or improper mounting.

3.4 Display and Sensor Tolerances

Minor LCD imperfections or isolated dead pixels that fall within the original manufacturer's published specifications are considered normal and are not regarded as defects under this warranty. This applies to camera image sensors, monitors, and intercom displays. Where the number or position of affected pixels exceeds the manufacturer's stated tolerance, the item will be assessed as a valid warranty claim.

4. Installation Workmanship Warranty

In addition to the Product Warranty, 3A Alarm System provides a six (6) month workmanship warranty on the installation work we carry out. This warranty is separate from the Product Warranty and covers the quality of our labour and installation practices, not the equipment itself. It applies to installations of CCTV, alarm systems, electric fences, and video intercom systems performed by 3A Alarm System.

4.1 What the Installation Warranty Covers

For six (6) months from the date of installation, we will rectify, at no labour cost to you, installation defects attributable to our workmanship, including:

- Loose, slipping, or improperly secured brackets, mounts, or housings.
- Incorrect or faulty cable termination, connection, or crimping.
- Faulty installation causing a device to malfunction or lose connection.
- Poor workmanship in cabling, conduit routing, or mounting that does not meet a reasonable professional standard.

4.2 What the Installation Warranty Does Not Cover

The Installation Workmanship Warranty does not cover:

- Damage caused by the customer or any third party after installation is complete.
- Building works, renovations, painting, or structural changes that disturb the installation.
- Damage caused by pests, insects, rodents, lizards, or other animals.
- Damage caused by weather, flooding, lightning, power surges, or other acts of nature.
- Any modification, repair, or re-wiring carried out by a party other than 3A Alarm System.

4.3 Waterproof and IP-Rated Products

Products advertised as weatherproof or IP-rated (for example IP66 or IP67) must still be installed strictly in accordance with the manufacturer's recommendations, including correct positioning, sealing, and cable-entry protection. Water ingress resulting from incorrect installation, unsealed cable entries, or mounting outside the product's rated conditions is not covered by either warranty.

5. What Is Not Covered (General Exclusions)

The Product Warranty does not apply to, and 3A Alarm System will not be responsible for, any of the following. A claim that falls within one or more of these exclusions may be refused, or may be handled on a chargeable (paid-repair) basis at our discretion.

- Damage caused by accident, misuse, abuse, dropping, crushing, or mishandling of the Product.
- Damage caused by water ingress beyond the Product's stated IP rating, flooding, fire, lightning, power surges, or other acts of nature.
- Damage caused by pests, insects, rodents, lizards, or other animals — including short circuits, corrosion, or component failure resulting from insect infestation, nesting, droppings, or an animal entering the device.
- Damage caused by incorrect installation, wiring errors, or use of incompatible power supplies or accessories not approved by the manufacturer (except where installation was performed by 3A Alarm System and covered under Section 4).
- Normal wear and tear, including fading of housings, gradual battery capacity loss, and cosmetic marks or scratches.
- Minor LCD imperfections or isolated dead pixels within manufacturer specifications (see Section 3.4).
- Products whose serial number, label, or tamper seal has been removed, altered, defaced, or made illegible.
- Products that have been opened, modified, repaired, or tampered with by any party other than 3A Alarm System or an authorised service agent.
- Damage or faults resulting from unstable mains supply, incorrect voltage, or failure to use appropriate surge protection.
- Software issues, firmware corruption from interrupted updates, cloud service interruptions, or third-party app incompatibility.
- Loss of recorded footage or any other data stored on the Product or associated storage media, under any circumstances.
- Consumable items and any Product supplied on a clearance, "as-is", ex-display, or explicitly non-warranted basis.
- Any indirect, incidental, or consequential loss, including loss of profit, loss of use, security breaches, or theft occurring while a Product was faulty or offline.

3A Alarm System does not warrant that any Product will be uninterrupted, error-free, or that it will prevent or detect every intrusion, break-in, or loss event. Security products reduce risk; they do not eliminate it.

6. How to Make a Warranty Claim

If you believe a Product is defective, or that an installation defect has arisen within the periods above, please follow the steps below. Handling claims in this order helps us resolve your issue as quickly as possible.

1. Contact 3A Alarm System using the details in Section 11 and describe the fault. Have your Proof of Purchase and the Product serial number ready.
2. Our team will carry out basic troubleshooting with you. Many issues — such as connectivity, power, or configuration problems — can be resolved without a return or site visit.
3. If the fault cannot be resolved remotely, we will issue a Return Merchandise Authorisation (RMA) reference, or arrange a site visit for installation-related claims.
4. For product returns, package the Product securely, ideally in its original packaging, including all relevant accessories, and clearly mark the RMA reference on the outside.
5. Return or deliver the Product to us as instructed, or provide access for a site visit. Keep any postage or courier receipt as evidence of return.
6. We will inspect the Product or installation, confirm whether the claim is valid, and notify you of the outcome and the remedy to be provided.

Please do not return any Product without first obtaining an RMA reference, as unauthorised returns may be delayed or refused.

6.1 Required Information and Documents

To process a claim efficiently, please provide: your name and contact details; the original Proof of Purchase; the Product model and serial number; a clear description of the fault, including when and how it occurs; and, where helpful, photographs or a short video demonstrating the issue.

6.2 Assessment Timeframe

We aim to complete assessment of a returned Product or reported installation defect within one (1) month of receiving it, subject to parts availability and manufacturer involvement. We will keep you informed if a claim requires additional time, for example where a unit must be referred to the manufacturer for evaluation.

6.3 Product Registration

Products may be registered with 3A Alarm System within thirty (30) days of purchase to simplify future warranty claims. Registration records your serial number, model, and purchase date so that cover can be verified quickly even if the original invoice is misplaced. A warranty registration form is provided at the end of this document.

7. Repair, Replacement, and Refund

Where a claim is approved, 3A Alarm System will select the most appropriate remedy in line with Section 3.2. We will always seek to restore the Customer to a working solution promptly and fairly.

- Repairs are carried out using parts of equivalent quality and performance to the original.
- Replacement units may be new or professionally reconditioned and functionally equivalent to the original Product.
- Where a like-for-like model is discontinued, we will provide the closest available equivalent of equal or higher specification.
- Refunds or credits, where offered, are calculated on the original purchase price and may be pro-rated against the portion of the Warranty Period already elapsed.

Replaced Products or parts removed during a repair become the property of 3A Alarm System. The Customer is responsible for backing up and removing any personal data or footage before returning a Product, as we cannot guarantee its preservation.

7.1 Chargeable Repairs and Labour After Warranty

Where a fault falls outside this warranty — for example due to an exclusion in Section 5, or because the applicable Warranty Period has expired — we can still offer a paid repair or replacement service. Once a Product or installation is out of warranty, standard labour and call-out charges apply to any repair, service visit, or reinstallation work. We will provide a quotation covering both parts and labour for your approval before any chargeable work begins. If you decline the quotation, a diagnostic and return handling fee may apply.

8. Shipping, Handling, and Risk

Unless otherwise agreed or required by law, the Customer is responsible for the cost and risk of returning a Product to 3A Alarm System for assessment. We recommend using a trackable and insured delivery method. 3A Alarm System will bear the cost of returning a repaired or replacement Product to the Customer within the local delivery area where the claim is found to be valid.

Risk in a returned Product remains with the Customer until it is received by us, and passes back to the Customer upon dispatch or collection of the repaired or replacement unit. We are not responsible for Products lost or damaged in transit by third-party carriers arranged by the Customer.

9. Customer Responsibilities

To keep your warranty valid and to help us serve you well, we ask that you:

- Retain your Proof of Purchase for the full duration of the Warranty Period.
- Install and use each Product in accordance with the manufacturer's instructions and any applicable safety guidance.
- Use only compatible, manufacturer-approved power supplies, accessories, and mounting hardware.

- Keep firmware and companion apps reasonably up to date, following official update procedures.
- Protect Products from conditions beyond their rated specifications, such as excess moisture, heat, or physical stress.
- Report any suspected defect promptly rather than continuing to operate a clearly faulty Product.

10. Limitation of Liability

To the maximum extent permitted by applicable law, the total liability of 3A Alarm System under this warranty in respect of any Product or installation shall not exceed the original purchase or installation price paid by the Customer for that item. This warranty is the only warranty applicable to the Products and installation work and is provided in place of all other warranties, conditions, or representations, whether express or implied, except those that cannot be excluded by law.

3A Alarm System shall not be liable for any indirect, special, incidental, or consequential loss or damage of any kind, including but not limited to loss of profits, loss of business, loss of data or footage, loss of use, or any loss arising from a security breach, intrusion, theft, or damage to property or persons, whether or not such loss was foreseeable and whether arising in contract, tort, or otherwise.

Nothing in this Policy excludes or limits liability for death or personal injury caused by negligence, for fraud, or for any other liability that cannot lawfully be excluded or limited under the laws of the Republic of Mauritius.

10.1 Nature of Security Products

The Customer acknowledges that alarm and surveillance systems are aids to security and are not a guarantee against loss, injury, or intrusion. Factors outside our control — including internet outages, power failures, tampering, and determined intruders — may affect performance. 3A Alarm System is a supplier and installer of equipment and, unless a separate monitoring agreement is in place, does not provide alarm monitoring or emergency response services.

11. Contact and Warranty Service

For warranty enquiries, troubleshooting, or to begin a claim, please contact us using the details below. Our team will be glad to assist and will guide you through the process described in Section 6.

Contact	Details
Business name	3A Alarm System
Contact persons	Mr Reza / Mr Arshad
Phone	57942320/ 57579790
WhatsApp	57942320
Email	arshadmahamoodally301192@gmail.com
Website	www.3aalarmssystem.com
Office address	COROMANDEL
Business hours	9AM - 5PM
Department	Warranty & After-Sales Service

Please quote your invoice number and Product serial number in all warranty correspondence so that we can assist you as quickly as possible.

12. General Terms

12.1 Amendments

3A Alarm System may update this Policy from time to time. The version in force at the time of purchase governs the warranty for that Product or installation. The current version is identified by the version number and reference shown on the cover page.

12.2 Transferability

This warranty applies to the original purchaser and is generally non-transferable. Where a Product is resold or gifted, the remaining Warranty Period may transfer only if the original Proof of Purchase accompanies the Product and the serial number is intact.

12.3 Severability

If any provision of this Policy is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

12.4 Governing Law

This Warranty Policy shall be governed by and interpreted in accordance with the laws of the Republic of Mauritius, and any dispute arising under it shall be subject to the exclusive jurisdiction of the courts of Mauritius.

Issued on behalf of 3A Alarm System:

Mr Arshad

Managing Director, 3A Alarm System

Date: 01 January 2025

Warranty Registration Form

Complete and return this form (or register online at www.3aalarmssystem.com) within thirty (30) days of purchase to activate quick-verification warranty support. Retain a copy for your records together with your invoice.

Field	Details
Customer name	
Contact number / WhatsApp	
Email address	
Installation address	
Product model(s)	
Serial number(s)	
Invoice number	
Date of purchase	
Date of installation	
Installed by (3A technician)	

Thank you for choosing 3A Alarm System.

We are committed to your security and your satisfaction.