



BLU LABEL CONNECT

## TERMS AND CONDITIONS OF RENTAL AGREEMENT

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### 1. DEFINITIONS

1.1 “Agreement” means this Rental Agreement, including any relevant annexures.

1.2 “WE”, “US”, “OUR” means BluBlink, a brand owned and operated by Blue Label Connect (Pty) Ltd (“BLC”), including its successors in title or assignees.

1.3 “YOU”, “YOUR” means the person renting the Product from US.

1.4 “Product” means the Product rented to YOU as described above, and as may be further specified in the Product List, including any Product substituted from time to time.

1.5 “Service Area” means an area or areas within which WE provide delivery, collection and/or on-site technical service from time to time.

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### 2. LETTING, DURATION AND OWNERSHIP

2.1 WE hereby rent the Product to YOU, who rents the Product from US on a monthly basis, from date of purchase until either WE or YOU give 30 (thirty) days written notice of

termination to the other in line with the cancellation policy and process.

2.2 YOU recognise that WE are entitled to assess YOUR propensity to pay in line with the contractual obligation entered into.

2.3 WE are the owner of the Product and will remain the owner of the Product during the period of this Agreement until such time the contractual terms have ended, and ownership has formally transferred to YOU.

2.4 Upon termination and/or cancellation of this Agreement for any reason whatsoever, YOU shall be obliged (including but not limited to a reasonable cancellation fee) to return the Product to US, together with all accessories and manuals set out in the Product List, in good working order – fair wear and tear excepted.

2.5 Should YOU fail to provide the Product required above or should the condition of the Product returned not meet the required standard set out above, WE will be entitled to charge YOU for replacement or relevant repair of the Product at a reasonable cost to be determined by US in OUR absolute discretion.

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BLTS.CO.ZA

### 3. DELIVERY AND ACCEPTANCE

3.1 If the installation address:

3.1.1 Is in a Service Area, WE will deliver the Product to YOU as soon as is reasonably possible (“In-Home Installation”, when applicable); or

3.1.2 Is not in a Service Area, WE may make the Product available for collection by YOU from a designated collection point as soon as is reasonably possible (“Collection”) and in line with Product criteria.

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3.2 WE reserve the right to charge a reasonable collection and administration fee for collecting the Product if the rental is terminated prior to the elapse of the term from the date of delivery.

3.3 Neither WE nor OUR authorised installers shall be required to move existing non-WE Products other than is required in order to install the Product.

3.4 OUR installers may be equipped with cameras on their persons for safety and quality assurance purposes.

3.5 If YOU install or reinstall the Product without OUR consent, then such transportation or installation is done at YOUR risk and WE shall be entitled to impose a surcharge for any damage or unnecessary callouts as per clause 6.2 below.

3.6 It is YOUR obligation that if a staff member or family member at the delivery address signs a

delivery note, such signature shall be as if YOU had signed.

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#### **Courier Delivery**

3.7 Delivery may be performed by authorised logistics providers appointed by US.

3.8 Estimated delivery times are provided for guidance only and may vary depending on supplier availability, courier schedules, and delivery location.

3.9 WE shall not be liable for delays caused by courier providers, force majeure events, or factors beyond OUR reasonable control.

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### 4. RENTALS

4.1 All monthly rentals are payable in advance, or as per the prescribed pay date on application, with all subsequent monthly rentals being payable on the same date monthly.

4.2 Should a pro-rata payment apply in this Agreement, it will be collected with the first month’s rental, alternatively by separate debit order.

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### 5. CUSTOMER VERIFICATION

5.1 YOU may be required to submit identification documents, proof of address, or banking verification in order to complete a rental application.

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5.2 Failure on YOUR part to provide requested documentation may result in cancellation of the application.

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## **6. PAYMENT**

6.1 All payments due by YOU to US will be made, without deduction or set-off, by means of a debit order on YOUR prescribed bank account.

6.2 If YOU change banks and/or banking details, it is YOUR obligation to inform US of the appropriate changes, and YOU agree to sign a new debit order mandate to facilitate the requirements of this Agreement.

6.3 Payment will only be deemed to have been made once it is successfully received by OUR bankers. In the event that a payment is not made, is paid late, and/or YOUR account falls into arrears, YOUR credit record may be impacted.

6.4 The computer accounts or a certificate signed by the financial manager of US, whose appointment need not be proved, will be prima facie proof of all monies due by YOU.

6.5 All amounts due will bear value-added tax at the applicable rate from time to time.

6.6 WE may automatically add YOU to OUR loyalty programme. Benefits may differ from time to time, and YOU may only utilise such benefits after the first payment has been made and while YOUR account remains up to date.

6.7 WE may debit YOUR account with a banking administration fee if a debit order is returned unpaid, and an administration fee will be applicable.

6.8 The Product remains OUR property until YOU exercise YOUR option to take ownership in terms of a separate Ownership Agreement. Should YOUR account fall into arrears, WE have the right, in OUR sole discretion, to trace YOUR whereabouts and updated contact details using any information at OUR disposal.

## **7. CREDIT ASSESSMENT AND AFFORDABILITY**

7.1 WE reserve the right to perform credit assessment through registered credit bureaus prior to approving YOUR rental application.

7.2 By applying for a rental Product, YOU hereby consent to US conducting and/or verifying YOUR personal and financial information.

7.3 Approval of an application does not constitute a guarantee of delivery until YOUR order has been processed and confirmed as successful.

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## **8. ELECTRONIC ACCEPTANCE**

8.1 YOU acknowledge that this Agreement may be accepted electronically through OUR website or digital platforms.

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8.2 Electronic acceptance, including but not limited to ticking an acceptance box, OTP verification, or digital signature shall constitute legally binding acceptance of these Terms and Conditions.

8.3 YOU agree that such electronic records shall constitute sufficient proof of acceptance.

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## 9. THIRD PARTY SUPPLIERS

9.1 Certain Products available on OUR platform may be supplied by third-party vendors, distributors, or logistics partners.

9.2 WE reserve the right to fulfil orders through approved suppliers and fulfilment partners.

9.3 Product specifications, images, and descriptions are provided by suppliers and may vary from the final delivered Product.

9.4 WE shall not be liable for minor variations in Product specifications, packaging, or appearance.

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## 10. MAINTENANCE

10.1 For as long as YOU comply strictly with these Terms and Conditions, associated partners and/or affiliates will endeavour to assist YOU to maintain the Product in good working order and repair, or if necessary, substitute the Product with equivalent Product, excluding normal wear and tear and/or misuse.

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10.2 WE may impose a surcharge if any of the following are applicable:

10.2.1 YOU booked a service call, but the fault was due to the Product not being turned on, not being tuned in, or not being connected to the antenna;

10.2.2 YOU insist on an after-hours service call or are unable to provide access to the Product for the technician at the agreed time;

10.2.3 YOU booked a service call as a result of flat batteries in a remote control or where the remote control was damaged by YOU;

10.2.4 The location of the Product falls outside of a Service Area and WE agree to provide service.

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10.3 YOU may not:

10.3.1 Use the Product for any purpose for which it is not commonly intended;

10.3.2 Use the Product for any business purpose;

10.3.3 Cede or transfer any rights to the Product;

10.3.4 Deny OUR agents or employees reasonable access to the Product when required, with prior notice provided to YOU;

10.3.5 Tamper with the Product or allow anyone else to tamper with, repair, alter, modify, adjust, or service the Product;

10.3.6 Relocate the Product to a place other than the installation address without notifying US.

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10.4 Notwithstanding OUR maintenance obligations, YOU are responsible for protecting the Product and ensuring that it is used safely and is safe for use at all times. Any repairs or damage arising from or attributed to such improper or unsafe use shall be for YOUR account.

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10.5 If the Product requires service, and the Product:

10.5.1 Is located in a Service Area, WE will arrange in-home service as soon as is reasonably possible, if applicable (“In-Home Service”); or

10.5.2 Is not in a Service Area, YOU may contact OUR customer services to book a collection, where WE will service the Product as soon as is reasonably possible.

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## 11. RISK WAIVER

11.1 WE, being the owner of the Product, hereby elect to retain the risk of loss or damage to the Product, except in the following instances, in which events YOU will be liable to compensate US for the loss of or damage to the Product:

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11.1.1 Where YOU are in arrears with any rental payment due;

11.1.2 Where the Product was stolen without forced entry to the installation address;

11.1.3 Where the Product was stolen and YOU cannot prove that the theft was reported to the SAPS (and US) within forty-eight (48) hours;

11.1.4 Where YOU were negligent in securing the Product or the installation address;

11.1.5 Where the Product was damaged intentionally or as a result of negligence on YOUR part;

11.1.6 In the event that a remote-control device is lost or damaged, or is unidentifiable by its original serial number;

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11.1.7 Where the Product is of a portable nature and the Product is:

11.1.7.1 Lost or stolen from premises other than the installation address;

11.1.7.2 Damaged by being dropped, thrown, making contact with a hard object, or being immersed in water or other liquids;

11.1.7.3 Damage caused to the screen of the portable Product;

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11.1.8 Where the unit is damaged by rodents, insects, or other pestilence;

11.1.9 Where the damage is cosmetic in nature.

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11.2 Where the risk has been retained by US, WE will replace the Product as soon as reasonably possible with a similar Product of a similar age, or by agreement with YOU, terminate the rental.

11.3 Where the risk has passed to YOU, YOU shall first compensate US for the loss before WE are obliged to replace the Product, and YOU shall continue to pay the monthly rental.

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## 12. TELEVISION LICENCES

12.1 WE may be required by law to pay a lessor licence to the SABC in respect of television sets rented to YOU (or as otherwise provided in law).

12.2 Where WE have paid such a lessor licence, YOU may be exempt from the obligation to hold a television licence.

12.3 WE may be required by law to provide certain of YOUR details to the SABC. YOU agree to inform US of any changes to YOUR details and whether the Product is used for domestic household purposes.

12.4 If the law is amended to the detriment of US, WE may amend the monthly rental amount to maintain the same position after such amendment.

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## 13. BREACH

13.1 Without prejudice to any other claims and remedies that WE may have against YOU, WE

may cancel and/or terminate this Agreement with immediate effect if YOU breach any term and remain in breach for a period of ten (10) days from the date upon which the breach first occurred.

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## 14. FRAUD PREVENTION

14.1 WE reserve the right to verify identity, banking information, and delivery details before dispatching any Product.

14.2 Orders suspected of fraud or misuse may be suspended, cancelled, or investigated without notice.

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## 15. GENERAL

15.1 If YOU have concluded this Agreement by signing a document, then these Terms and Conditions, together with any appendices, constitute the sole record of the agreement between YOU and US, and WE shall not be bound by any representation, warranty, or implied term not recorded herein.

15.2 If YOU have concluded this Agreement orally and it has been recorded, then these Terms and Conditions, together with the appendices and the recording, constitute the sole record of the agreement between YOU and US.

15.3 No addition, variation, or cancellation of this Agreement shall be valid unless in writing and signed on behalf of US. No indulgence granted shall constitute a waiver of OUR rights.

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15.4 WE may, without notice, cede and assign OUR rights and obligations under this Agreement, including ownership of the Product, and YOU shall hold the Product on behalf of such party and make payments accordingly.

15.5 YOU may not cede YOUR rights or obligations without OUR prior written consent.

15.6 WE will deliver or make the Product available in good working order. YOU are required to take care of the Product and prevent harm. YOU indemnify US against any claims arising from use or abuse of the Product, except where caused by OUR negligence.

15.7 YOU indemnify US against any loss, injury, or damage arising from YOUR use of the Product and any claims arising from such use, including consequential loss.

## 6. PERSONAL INFORMATION

16.1 YOU acknowledge that WE will store, process, and use YOUR personal information in accordance with the privacy policy ([www.blublink.co.za](http://www.blublink.co.za)) in order for US to comply with the terms of this Agreement.

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## 17. PROMOTIONAL CAMPAIGNS

17.1 WE may from time to time make promotional or campaign (“Campaign”) offers available for use on the website [www.blublink.co.za](http://www.blublink.co.za) towards the rental of OUR Products. Promotional offers may only be

redeemed while they are valid, and their expiry dates cannot be extended.

17.2 Promotional offers are issued at OUR sole discretion, and WE are entitled at any time to correct, cancel, or reject an offer for any reason (including, without limitation, where an offer has been distributed in an unauthorised manner). Participants (as entrants into campaigns) do not have a right to promotional discounts.

17.3 Promotional offers are issued under campaign-specific terms and conditions regulating when and how they may be used.

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17.4 As a general rule, and unless specified otherwise under campaign-specific terms and conditions:

17.4.1 each discounted offer can only be used once and in alignment with the Campaign advertised;

17.4.2 only one promotional offer can be used per order of a new rental application;

17.4.3 only one promotional offer can be used on the website per person per Campaign.

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17.5 Promotional offers must be used at check-out for a new rental application – they cannot be used on existing rentals.

17.6 Promotional discounts cannot be exchanged or refunded for cash or credit. WE are not responsible for any harm due to the loss,

unauthorised use, or distribution of a promotional offer.

17.7 If, for any reason, a discount offer does not reflect at check-out, YOU are required to contact US via OUR help page or customer service line to confirm whether the discount is still valid.

17.8 Upon any query, YOU may be required to submit the original communication containing the promotional code, together with any other information reasonably requested by US, before YOU are able to use the discount.

17.9 Where a discount has been applied to a rental application and the application is subsequently cancelled by either YOU or US, the discounted offer will only be redeemable if the Campaign is still in effect as per the campaign-specific terms and conditions. WE may, in OUR sole discretion, impose restrictions on the use of the discount.

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## 18. LIMITATION OF LIABILITY

18.1 WE shall not be liable for indirect, incidental, or consequential damages arising from the use of the Product, including loss of income, data, or business interruption.

## 19. RENT TO OWN

19.1 WE have granted to YOU the option to purchase from US the Product which is the subject matter of, and is specified in, a monthly Rental Agreement between YOU and US

relating to the Product (“the Monthly Rental Agreement”).

19.2 The said option may be exercised by YOU at any time after the lapse of the Product-specific option period as stated in the Rental Agreement, provided that, at the time of such exercise of the option, the Monthly Rental Agreement is still in force and YOU are not then in breach of any term of the Monthly Rental Agreement.

19.3 Should YOU wish to exercise the said option, YOU shall be entitled to do so by:

19.3.1 advising US, in writing, that YOU wish to exercise the option;

19.3.2 ensuring that such advice reaches US 10 (ten) days before the prescribed debit order date of the relevant month, to take effect from the next billable date; and

19.3.3 making the payment referred to in clause 19.4 below.

19.4 The purchase price of the Product shall be equal to the penultimate (second last) monthly rental payable at YOUR equipment’s specific option period as stated in the Rental Agreement, regardless of when the option is exercised.

19.5 For the avoidance of doubt, if YOU do not exercise the option as soon as YOU are entitled to do so, the Monthly Rental Agreement shall continue to be of full force and effect until the earlier of:

19.5.1 YOU exercising the option at a later date; and

19.5.2 termination of the Rental Agreement by US, upon which termination YOU are required to return the Product to US in line with the collections process.

19.6 On the termination of the Monthly Rental Agreement for whatever reason, the aforementioned option shall lapse and shall be of no further force or effect.

19.7 The provisions of clause 10 of the Rental Agreement shall mutatis mutandis apply to this option.

19.8 Upon the proper exercise of the option and payment of the purchase price referred to in clause 19.3 above, ownership of the Product shall pass to YOU.

19.9 This document comprises the sole record of the option, and WE shall not be bound by any representation, warranty, or implied term not recorded herein. No addition to, variation, or consensual cancellation of this agreement shall be of any force and effect unless reduced to writing and signed on behalf of US. No indulgence which WE may grant YOU shall constitute a waiver of any of OUR rights.

19.10 WE may, without notice, assign OUR obligations under this option to any person and/or entity to whom WE assign OUR rights and obligations under the Monthly Rental Agreement.

### **VOETSTOOTS**

19.11 Should the Product not be new at the time of exercising the above option, and YOU have

been in possession of the Product for some time and are fully aware of its function and condition, the purchase shall be on a “voetstoots” basis.

### **WAIVER**

19.12 WE will assist YOU to have maintained the Product in good working order during the term of the Rental Agreement. YOU, in turn, are required to take care of and prevent any harm to the Product (particularly plugs and electrical cables) in order to prevent damage to property, serious injury, or death. Accordingly, YOU indemnify US against any claims arising from the use or abuse of the Product unless the damage has been caused to YOU by the intentional or negligent actions or omissions of the directors, officers, agents, or employees of US.

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## **20. GENERAL EXTENSIONS AND EXCLUSIONS**

20.1 The extensions and exclusions set out in this clause apply to all Appliances, regardless of the product category into which they fall.

20.2 The Service obligation includes:

20.2.1 email and telephonic access to a technical service call centre during office hours;

20.2.2 telephonic support and fault diagnosis within limitations;

20.2.3 Site Service unless specified otherwise in the relevant product category or where YOUR home is outside of the Service Area;

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20.2.4 physical repairs to the Appliance to correct a Technical Failure of the Appliance;

20.2.5 re-connection of any Appliance disconnected or removed for repair.

20.3 Technical Failure excludes, inter alia, the following:

20.3.1 any use of the Products for a purpose or duration for which it is not commonly intended to be used;

20.3.2 any use of the Products for commercial or business purposes;

20.3.3 any accident to, neglect, abuse, or misuse of the Products, including missing parts;

20.3.4 moisture, water damage, corrosion, rust, or other environmental factors;

20.3.5 rodents, insects, or other pestilence;

20.3.6 Acts of God, including lightning;

20.3.7 electrical surge;

20.3.8 tampering with or repair by any person not approved by US.

20.4 The Service obligation excludes:

20.4.1 the electricity supply to the Products, including the wiring from the plug socket to the Appliance;

20.4.2 cosmetic parts, such as the exterior of the Products, or any cabinet containing the Products;

20.4.3 speakers, amplifiers, sub-woofers, clocks, and pilot lights;

20.4.4 batteries, globes, bulbs, filters, or other consumable items;

20.4.5 any ancillary device connected to the Products, such as a decoder, personal computer, games console, home theatre, external speakers, external hard drives, etc.;

20.4.6 routine cleaning of any mechanical moving parts on the associated Products;

20.4.7 hand-held remote controls;

20.4.8 tuning or re-tuning of any Appliance or ancillary appliance unless required as part of a repair;

20.4.9 after-hours call-outs;

20.4.10 any interaction with a Cellular Service Provider, or any other provider of content regarding the usage;

20.4.11 the repair of any Products that are still under a manufacturer's warranty or within ninety (90) days after the manufacturer has effected a repair;

20.4.12 the repair of any Products subject to a manufacturer or distributor recall;

20.4.13 the repair of any Products not correctly listed in the Schedule;

20.4.14 defects that pre-date the inception of the Service Agreement that were known or should reasonably have been known to YOU.

20.5 YOU agree that WE shall not be required to keep any parts removed from any Products separate, nor to provide any such parts to YOU.

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20.6 If YOU dispute whether a repair falls within one of the exclusions listed in this Agreement, then the dispute shall be referred to a qualified technician nominated by US, who shall act as an expert and whose decision shall be final and binding.

20.7 For the avoidance of doubt, WE will not consider the following categories of Products:

20.7.1 Products used for commercial purposes, e.g. pubs, conferences, advertising, cooking schools, etc.;

20.7.2 rear-screen projection televisions and other outmoded technology;

20.7.3 Products that are more than eight (8) years old (any appliance that is more than eight years old will automatically no longer form a part of this Agreement);

20.7.4 Products that are “grey” or parallel imports and appliances not supported by the local representatives of imported appliances;

20.7.5 Products situated outside the borders of the Republic of South Africa.

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## 21. SPECIFIC EXCLUSIONS

21.1 The exclusions set out in this clause apply to all relevant Products and Product Categories, but are listed here under particular categories for ease of reference.

**21.2 Audio-visual Products – Service Excludes:**

21.2.1 service of any antennae, aerial, satellite dish, LNB, or cabling to the Products;

21.2.2 any data stored on any hard drive or storage medium of any kind, it being acknowledged that repairs to hard drives / swap-outs of PVR devices are likely to result in recorded data and programmes being deleted.

**21.3 Kitchen Appliances – Service Excludes:**

21.3.1 plumbing required between the water supply of the home and the Appliance;

21.3.2 gas leaks in refrigerators or freezers, which in OUR opinion cannot be repaired, including light bulbs, glass shelves, or icemakers in a refrigerator;

21.3.3 damage caused by foreign objects, blocked filters, pumps, and drains;

21.3.4 damage caused by freezing.

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## 22. EARLY SETTLEMENT

22.1 YOU may request an early settlement amount at any time during the rental period.

22.2 The settlement value will be determined by US in accordance with internal pricing and depreciation rules.

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## 23. SERVICE LEVELS

23.1 YOU are required to request maintenance (no later than 30 days after the fault becomes evident) by calling OUR customer care call centre during office hours and providing the call

centre agent with, inter alia, the following details:

23.1.1 the Service Contract number;

23.1.2 updated contact numbers and confirmation of physical address;

23.1.3 the make and model of the Product that requires repair;

23.1.4 a full description of the reason that the Product requires repair.

23.2 WE will endeavour to respond to a request for maintenance within a reasonable time of the request being received, which shall depend on the nature of the request, type of Product, time of day that the request was received, Service Area, and availability of an appropriate Service Agent / Technician.

23.3 Where the Product is located outside of a Service Area from time to time, onsite Service may not apply, and Service may instead be provided based on collection processes.

23.4 WE will endeavour to repair the Product within a reasonable time after the initial response, but the repair time is dependent on the availability of spare parts.

23.5 WE will endeavour to assess and repair the Product as far as reasonably possible. However, WE shall not be obliged to proceed with a repair in respect of which YOU have requested US to repair where the necessary spare parts are not available or where, in OUR reasonable opinion, the Product is Beyond Economical Repair. In

this event, WE shall be entitled, but not obliged, to:

23.5.1 declare the Product to be Beyond Economical Repair;

23.5.2 terminate OUR obligations in respect of that Product, provided that it remains YOUR obligation to pay Service Fees in respect of that Product (on a pro-rata basis in the case of multiple products); and

23.5.3 compensate YOU by paying to YOU an amount equal to the lesser of the replacement value of the Product.

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## 24. BREACH

24.1 Without prejudice to any other claims and remedies that WE may have against YOU, WE may cancel and terminate this Agreement with immediate effect if YOU breach any term of this Agreement and remain in breach for a period of ten (10) days from the date upon which WE notified YOU.

24.2 Notification shall mean the dispatch by US of a notification, whether in the form of an email, SMS, telephone call, or otherwise, to such an address provided by YOU to US from time to time.

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## 25. GENERAL

25.1 YOU are responsible for the procurement of all licences or other compliance with any procedures required to use the Product,

including but not limited to television licences required under the Broadcasting Act and compliance with RICA.

25.2 Due to the difficulty of estimating repair times and traffic conditions, it is not possible to give accurate estimates for response, repair, or appointments. Accordingly, all times referred to in this Agreement, including but not limited to response times, repair times, and appointments, shall be approximate estimates and YOU agree not to hold US liable for or to claim for any losses, particularly of a consequential or pure economic nature.

25.3 If YOU are not a Consumer as defined in the Consumer Protection Act, then all risk in and to the Product from damage, loss, or theft shall remain vested in YOU for the duration of this Agreement.

25.4 If YOU are a Consumer as defined in the Consumer Protection Act, then all risk in and to the Product from damage, loss, or theft shall remain vested in YOU for the duration of this Agreement unless such loss, damage, or theft is proved to have arisen from the negligence of US or OUR appointed Service Agent.

25.5 This Agreement, the Schedule, and any appendices hereto, constitute the sole record of the agreement between YOU and US with regard to the Product, and WE shall not be bound by any representation, warranty, or implied term not recorded herein.

25.6 No addition to, variation, or consensual cancellation of this Agreement shall be of any

force and effect unless reduced to writing and signed on behalf of US. No indulgence which WE may grant YOU shall constitute a waiver of any of OUR rights.

25.7 WE may, without notice, cede and assign OUR rights and obligations under this Agreement, either absolutely or as collateral security to any person or entity, whereupon YOU shall hold the Product on behalf of such person instead of US and, if required, make the maintenance payments to that person or entity.

25.8 YOU may not cede or assign YOUR rights in terms of this Agreement without OUR prior written consent.

25.9 YOU hereby indemnify US against any loss or damage suffered by US arising out of or in connection with YOUR use of the Product/s from whatever cause and against any claims of whatever nature that may be instituted against US arising from the use of the Product/s and any consequential loss or damage arising from the foregoing.

25.10 WE shall be entitled to amend this Service Agreement by giving 30 (thirty) days' notice by email or post to YOUR last known address.

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## 26. COOLING-OFF PERIOD

26.1 Where applicable under the Consumer Protection Act, YOU may cancel the Agreement within five (5) business days after delivery.

26.2 The Product must be returned unused and in original packaging.

26.3 Collection fees may apply.

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## **27. ACCOUNT SUSPENSION**

27.1 WE may suspend services, maintenance, or further orders if YOUR account is in arrears.

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## **28. ADVERTISING DISCLAIMER**

28.1 All prices are in South African Rands.

28.2 Errors and omissions excepted.

28.3 Promotional pricing is not valid for already discounted deals.

28.4 Limited-service areas apply.

28.5 Banking details are required to apply.

28.6 Free gifts are not covered as part of this Agreement and therefore will not enjoy the same benefits such as risk, maintenance, repairs, or the ability to upgrade the Product.

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