

# • WARRANTY •

## TERMS & CONDITIONS

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SnoMaster warrants to the 'end-user' that their products are free from defects in material workmanship, for the period prescribed below, commencing from the date of purchase. SnoMaster will repair or replace a product that develops a fault within the prescribed period of time, as set out below. **This period will commence from the date the 'end-user' purchases the product.**

### **220 VOLT APPLIANCES:**

#### **• 2-Year Warranty**

### **12 VOLT APPLIANCES:**

#### **• 3-Year Warranty**

This applies to all new SnoMaster models effective immediately. A list of applicable appliances is available to the end-user upon request. All SnoMaster appliances are covered by the warranty specified on their individual packaging, user manual, or as advertised on the SnoMaster website ([www.snomaster.co.za](http://www.snomaster.co.za)).

**All current SnoMaster appliances will continue to carry the stated warranty on their packaging, manuals, and website listings, and these will remain unchanged until further notice.**

### **GENERAL WARRANTY TERMS AND CONDITIONS**

The warranty is only valid upon presentation of the proof of purchase consisting of the original invoice or sales slip indicating the date of purchase, accredited dealer/retailer's name, model and serial number of the product. SnoMaster reserves the right to refuse warranty if this information has been removed or changed after the original purchase of the product from the accredited dealer/retailer.

Products that are deemed to be 'portable', such as counter-top units, portable fridge/freezers and portable ice-makers will only carry a 'walk-in' warranty, whereby the product will need to be taken into the SnoMaster Service Centre, accredited service agent or accredited dealer/retailer where the product was originally purchased from.

Products that are deemed to be 'built-in' will be repaired on site, within reason and within 50km of major cities, within South Africa only. Products that fall outside of major cities within South Africa will only carry a parts warranty or carry a call-out fee, payable in advance to SnoMaster or its accredited service agent.

In accordance with the Consumer Protection Act, within the first six (6) months from the date of purchase, if a product fails to meet the required standards of quality, durability, and safety, SnoMaster reserves the right to inspect the product to verify the defect within 14 (fourteen) working days before approving a remedy.

Remedies during this period may include repair or replacement of the product, at SnoMaster's discretion, provided the product is returned to an accredited dealer, retailer, or SnoMaster service center. Refunds will only be considered under exceptional circumstances and are subject to SnoMaster's approval. After the initial six (6) months, and for the remainder of the warranty period, SnoMaster's primary obligation will be to assess and repair the product. SnoMaster will not be responsible for warranty claims where defects arise from misuse, neglect, or unauthorised modifications, as outlined in the exclusions of this policy.

After 6 (six) months from the date of purchase, this warranty does not apply to any accessories, loose glass, glass doors and enameled surfaces, filters, handles, doors, lids shelving, baskets, seals or any accessories and other parts subject to wear and tear, discolouring or rust. Damage caused by abrasive and highly concentrated cleaners will void the warranty.

**Important Note:** To protect your product during transport for warranty-related returns or repairs, we recommend retaining the original packaging and all included accessories for at least seven (7) days. If the original packaging is not available, the customer is responsible for ensuring the product is securely packaged to prevent damage during transit. SnoMaster cannot be held liable for damage occurring as a result of insufficient or inadequate packaging, and such damage may affect the warranty claim. SnoMaster reserves the right to refuse a warranty claim if the product is damaged during transit due to inadequate packaging provided by the customer.

The warranty on the product is supplied on condition that any warranty repairs will only be carried out by a SnoMaster authorised service agent/center. SnoMaster shall not be held liable for any reimbursements, claims, damages or loss that may result from the unauthorised repair of the product. In regions or areas where SnoMaster does not have an accredited service agent, SnoMaster reserves the right to collect the appliance for repair at either its Johannesburg or Cape Town Service Centre. The customer is responsible for securely packaging the appliance for safe transportation. SnoMaster will arrange and manage the logistics of the upliftment and repair process to ensure minimal inconvenience.

The warranty conditions are only valid within the borders of South Africa. The Customer Protection Act (CPA) does not apply to cross-border countries as mentioned in the above warranty conditions. For cross-border customers (outside of South Africa), SnoMaster provides a parts-only warranty, subject to reasonable availability and stock levels.

All replacement parts must be collected from SnoMaster's head office by the customer or a courier arranged by the customer, as SnoMaster does not deliver parts or offer cross-border shipping. It is the sole responsibility of the customer to ensure that the correct parts or spares are ordered, and SnoMaster will not be held liable for incorrect parts ordered by the customer. Once the parts are collected, either by the customer or their courier, SnoMaster relinquishes all responsibility for loss, damage, or mishandling of the parts. Additionally, SnoMaster will not be liable for any damage to parts that occurs during transit after collection.

Repair or replacement carried out under the terms of this warranty does not entitle the customer to an extension, renewal, or restart of the original product's warranty period. At the discretion of SnoMaster or its authorised service agents, repairs may be completed using functionally equivalent service exchange units.

All repairs performed by SnoMaster or its authorised service agents carry a 3-month repair warranty, applicable to both labour and parts used during the completed repair. This warranty begins from the date of repair completion and applies only to the specific work carried out—it does not extend the overall product warranty or initiate a new warranty cycle. Any parts removed during the course of repair become the property of SnoMaster.

In the case of compressor replacements performed outside of the appliance's original warranty period, the replacement compressor will carry its own 1-year warranty from the date of installation. This compressor warranty applies only to the new compressor and does not affect or renew the warranty status of the rest of the appliance. All other out-of-warranty repairs will continue to carry a 3-month warranty from the date of completion.

SnoMaster is not responsible for any damage to the product arising from power irregularities, including but not limited to load shedding, power surges, voltage spikes, or other electrical anomalies. We strongly advise customers to install surge protection at the point of connection to mitigate these risks.

SnoMaster relinquishes liability for any damage, theft, or other mishaps that may occur once the product has been handed over to a third-party delivery entity (couriers, freight companies, drivers, etc.) for transportation. Once the product departs SnoMaster premises, the risk of loss or damage is transferred to the customer. We encourage customers to ensure that adequate measures are taken for the safe transportation and delivery of the product. It is the customer's responsibility to inspect all products or goods upon receipt from SnoMaster or third-party delivery services/couriers. Any visible damages, defects, shortages, or discrepancies must be reported to SnoMaster in writing within 24 hours of receipt. Failure to inspect and report such issues within this timeframe will be deemed as acceptance of the goods in their delivered condition, and SnoMaster will not be liable for claims related to visible transit damage or discrepancies thereafter.

The warranty on SnoMaster products is transferable and remains valid for the product, regardless of ownership changes. However, to process any warranty claims, the current owner must provide the original proof of purchase, including the invoice or sales slip with the date of purchase, dealer/retailer's name, and product details. The warranty remains subject to all standard terms and conditions. SnoMaster reserves the right to reject warranty claims if proof of purchase is not supplied or if the product has been misused, modified, or repaired by unauthorised service providers. The warranty provides remedies for the repair or replacement of defective products, as specified in this policy.

SnoMaster and its service agents are not liable for incidental or consequential damages arising from the use or inability to use the product, except as required by the Consumer Protection Act. This warranty does not exclude or limit any rights afforded to the consumer under the CPA.

### **WARRANTY EXCLUSIONS, WHERE SNOMASTER WILL NOT BE HELD LIABLE FOR DAMAGES, REPAIRS OR REPLACEMENT, INCLUDE:**

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
- Accidental damage due to incorrect handling, normal wear and tear, faulty installation, abuse or misuse, neglect, including but not solely limited to the failure to use the product for its intended purpose.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by SnoMaster for use of the product.
- Failure of the product arising from incorrect installation or use not consistent with the instructions prescribed in the product user manual.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations and power surges, etc.
- Unauthorised modifications carried out to the product.
- The serial number on the product has been altered, deleted, removed or made illegible.
- Any repair or tampering by an unauthorised person or attempt to repair with equipment, or use of parts not supplied by SnoMaster or authorised service agents.

**The above policies are for warranty service and the customer will responsible for any costs associated with repairs that are 'specifically EXCLUDED' from the warranty conditions.**

**SnoMaster reserves the right to make final decisions regarding problem determination and the appropriate service option.**

**Exchange units assume the remaining warranty period of the original product.**

**The SnoMaster warranty is subject to change without any prior notice.**

### **DEFINITIONS:**

- **220V Appliances:** Refers to all SnoMaster products powered by 220V, whether used for domestic purposes (household or family use) or commercial purposes (in connection with any business or profit-generating activity).
- **12V Appliances:** Refers to all SnoMaster portable fridge/freezers, solar panels, and accessories intended for personal use, whether in a household, family setting, or personal vehicle, for their intended purpose.

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### **FOR MORE INFORMATION CONTACT:**

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