



VIEWPROTECT

World leader in transparent safety barriers

Terms & Conditions

**The following terms and conditions apply
to all products on offer by ViewProtect:**

1. All quotations / orders are subject to the express condition that ViewProtect shall in no way be liable for any consequential loss, damage or delay to the customer / client arising from an act of God, act of state, breakdown of equipment, labour dispute, war, riots, civil commotion, transport delay or any other causes beyond the control of ViewProtect (Pty) Ltd.
2. Unless expressly agreed upon otherwise, all invoices are due and payable upon presentation of a tax invoice.
3. No production will commence until proof of agreed payment has been received by ViewProtect (Pty) Ltd.
4. All products manufactured, delivered and / or installed shall remain, in total, the sole property of ViewProtect (Pty) Ltd until paid for in full.
5. ViewProtect (Pty) Ltd reserve the right to change or modify the design of the product without further notice.
6. All installation work and moving parts, or parts thereof, have a one-year guarantee.
7. The polycarbonate has a 10 years guarantee as received from the manufacturer, and only if the product is cleaned according to ViewProtect's cleaning recommendations. This guarantee covers any discolouring of the bars, and does not include any damage due to negligence or attempted break-ins.
8. All other products from ViewProtect (Pty) Ltd carry a one-year guarantee against manufacturing defects. The guarantee does not cover any damage due to negligence or attempted break-ins.
9. Proof of purchase must be supplied by the customer in a warranty claim to determine date of purchase and/or if a ViewProtect certified installer has been used for installation.
10. Polycarbonate cleaning recommendation is to clean the polycarbonate with a soft damp cloth and a non-abrasive household detergent. Special care must be taken during cleaning of bars. ViewProtect (Pty) Ltd cleaning kits are available on request.
11. All ViewProtect's DIY kits are to be installed as per the installation leaflet available on ViewProtect website and also included in the DIY kit. Any deviation from these instructions will result in the guarantee being null and void.
12. All quotes are valid for a period of 14 days, thereafter the quote may be subject to material price increases.
13. All other costs not included in the purchase price, such as customs, duty fees and taxes payable in the country to which the products are consigned to, shall be for the customer's account.

14. Goods delivered with protection will be deemed to be in good condition.
15. It is the customer's responsibility to sign an acceptance of the product or appoint a duly authorised person to accept the product on their behalf.
16. The risk of the goods sold and delivered by ViewProtect (Pty) Ltd to the customer shall pass on to the client upon delivery.
17. Once goods are delivered, ViewProtect (Pty) Ltd accepts no liability should damage occur. ViewProtect (Pty) Ltd will not be responsible for any loss, theft or damage to existing property or personal injuries.
18. ViewProtect will only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@viewprotect.co.za and send your item to: ViewProtect Security (Pty) Ltd, Distillery road, Oude Molen, Stellenbosch, Western Cape, 7600, South Africa.
19. The customer will be responsible for paying for their own shipping costs for returning their item. Shipping costs are non-refundable. If the customer receive a refund, the cost of return shipping will be deducted from the refund.
20. If the customer are shipping an item over R1000, the customer should consider using a trackable shipping service or purchasing shipping insurance.
21. A deposit of 80% is payable on all orders for AluRail, Trojan Gate, Clear Trellis and HotLock products, with the balance payable upon completion of the installation.
22. All orders for AluRail, Trojan gate, ClearTrellis & Hotlock products are made to measure. Once production has started, it cannot be cancelled or varied in any manner whatsoever. Should changes be required, the client undertakes to pay for all costs already incurred by ViewProtect (Pty) Ltd in the execution of this order, whether fully or partially completed.
23. Whilst every endeavor is made to ensure the accuracy of our quotations, we accept no liability for errors or omissions which may have occurred during the quoting process. The client is advised to carefully study the quotation him/herself to establish the accuracy thereof.
24. Any changes to the quote will be in writing. No verbal changes to the quote will be accepted and if so, ViewProtect (Pty) Ltd will not be held responsible for any errors.
25. ViewProtect (Pty) Ltd, or any company representative, will not be liable for any damage suffered - including but not limited to - water pipes, electrical wiring, tiles, plaster or any similar damages caused during installation of the products.
26. It is the customer's obligation to protect their valuables in the home /office, and to point out any electrical, plumbing or water hazards before the installation of the products commence.
27. Guarantees are subject to adequate and regular cleaning, servicing and maintenance by the customer. Fair wear and tear is excluded. The customer acknowledges that metal products are known to rust and corrode, and the products will therefore not be covered under the guarantees of ViewProtect (Pty) Ltd.
28. Any metal products installed within a 5km radius of any body of water - sea, dam, river, etc - shall be serviced and washed by the customer at least twice a month, and will carry a one-year rust and corrosion guarantee.
29. Metal products outside the 5km radius of any body of water shall be serviced and washed by the customer, and will have a three-year rust and corrosion guarantee.
30. The customer shall only have one claim per product, and it excludes any damages after installation.
31. ViewProtect (Pty) Ltd reserves the right to refuse repair or replacement if proof of the required maintenance cannot be supplied by the customer.
32. ViewProtect (Pty) Ltd reserves the right to change these terms and conditions from time to time at our sole discretion. In the event of any violation of these terms and conditions, we reserve the right to seek all remedies available whether by law or equity.
33. The client confirms that they have read and understood all the above conditions, and have accepted such.

ViewProtect's Break Through Warranty - Terms & Conditions

1. ViewProtect's Break Through Warranty includes a free replacement of the AluRail Armed Bars which have been breached without the security alarm system been activated.
2. This warranty is valid for 10 years after installation date, and only pertains to installations done from 1 June 2018.
3. All AluRail Armed Bars must be installed by a ViewProtect certified installer. Any modifications on the product without ViewProtect's written approval will render the warranty as null and void.
4. ViewProtect has the right to withdraw the Break Through Warranty should the fixing of the AluRail Armed Bars not apply to ViewProtect's minimum fixing standards, as specified on ViewProtect's website.
5. The AluRail Armed Bars must be connected, by a certified alarm company, to a 24/7 active alarm zone which is linked to a monitored security alarm system.
6. The Break Through Certificate must be signed by the ViewProtect certified installer, the certified alarm company which did the connection to the alarm system, as well as the client. The certificate, with all three signatures, must be scanned and emailed to ViewProtect by the client within 14 days after installation.
7. ViewProtect's Amed Bars sign board must be clearly displayed at the property where the product was installed, excluding where architectural guidelines prohibit such boards but proof of these guidelines must be supplied before signing of the certificate.
8. Any AluRail Armed Bars which are disconnected for maintenance, or any other reasons, must be reconnected BEFORE the alarm company leaves the property on that same day. A reconnection confirmation MUST be sent to ViewProtect.
9. In the unlikely event of a break-in of the AluRail Armed Bars, the incident must be reported to ViewProtect and SAPS, and a case number obtained (within 24 hours).
10. A full report from the alarm company must be supplied by the client which clearly proves that the AluRail Armed Bars did not activate the alarm.
11. ViewProtect may request a full report on the alarm boards from the installation date which will result in the claim being null and void if this information is not supplied, or if any of the above conditions were not met.
12. The warranty is not transferable, and only the client (purchaser) may claim if no monies are outstanding.
13. Only the product which has been breached will be covered by this warranty. The manufacturer or installer will not accept liability for any theft, damage, injury or death that may relate to the break-in, misuse or destruction of the product.
14. These conditions must be read in conjunction with ViewProtect's T's & C's on our website.

Minimum fixing standards for the Break Through Warranty are:

1. Only ViewProtect AluRail fixing system can be used to install the Armed Bars;
2. All Armed Bars must be fixed to AluRail with required torq screws and covered with AR channel;
3. All Armed Bar wiring must be connected according to ViewProtect's AluRail diagram and form an in-series connection;
4. No AB wires can be exposed from the Armed Bars;
5. No damaged Armed Bars will be installed;
6. All the fixing holes need to be drilled in the wall and be securely fitted with fisher plugs and screws, or any other fixing screws or pop rivets, supplied by ViewProtect;
7. All fixing screws needs to be protected and secured to prevent them from being unscrewed by an intruder;
8. A minimum of 3 screws on each fixing side needs to be non-returnable screws;
9. At least 90% of the required fixing screws must be installed securely;
10. A set screw needs to be installed to keep the channel in place;
11. AR channel needs to cover all torq screws that are fixing the Armed Bars;
12. AB wire continuity needs to be 100% before connecting to the alarm system;
13. Any weak installation spot needs to be identified and secured;
14. Armed Bars MUST be connected to the alarm system, and stay armed before the warranty will apply;
15. ViewProtect advertising board must be installed on the property and must be clearly visible from outside the property.

DIY

1. Full payment must reflect in ViewProtect's bank account before manufacturing may begin.
2. ViewProtect will make deductions, as required, on the measurements received by customers.
3. ViewProtect will not take responsibility for any information which has been incorrectly supplied by the customer.
4. Any delay, resulting during the requested clarification of information received, will be added onto the lead time.
5. Any changes after start of manufacturing will be invoiced to the client and paid for before modifying - lead time will also be influenced due to the modification.
6. Delivery time aren't guaranteed and will varies due to customer's location. Speedy delivery is of the essence.
7. Damaged packaging must be pointed out to the courier representative before opening, and photos need to be taken of any damaged material. The courier representative's details, as well as the photos, needs to be sent to ViewProtect with 24 hours of receiving the package. ViewProtect will not take any responsibility if this information is not supplied as specified.
8. AluRail Armed Bars must be connected to the alarm system by a certified alarm company.
9. Certified alarm installers will be responsible for the connection to the alarm sensor, and it will be the responsibility of the customer to inform the alarm installer to arm these bars on a 24/7 zone.
10. Continuity of the AluRail Armed bars needs to be checked before installation. ViewProtect will not take any responsibility if any false alarms occur after installation of the product.
11. ViewProtect will supply all the required fixing material and methods, and it will be the responsibility of the customer to install these bars correctly.
12. These terms and conditions must be read in conjunction with ViewProtect's T's & C's on its website.

ViewProtect Vouchers Program

1. All quotations/orders are subject to the express condition that ViewProtect shall in no way be liable for any consequential loss, damage or delay to the customer/client arising from an act of God, an act of state, breakdown of equipment, labour dispute, war, riots, civil commotion, transport delay or any other causes beyond the control of ViewProtect Security (Pty) Ltd.
2. The following minimum voucher order total will be applicable:
 - a. ViewProtect products – R5 000.00 (not applicable for DIY orders)
 - b. House of Supreme products – R10 000.00
3. Traveling cost can be charged if installation needs to be performed outside a 20km radius from the certified installer, responsible for the installation. Send us an email with your address to confirm if any transport costs are applicable.
4. Lead time for manufacturing can only be confirmed when placing the order and can vary from time to time.
5. No voucher order measurements or manufacturing will start without the 50% deposit paid into ViewProtect's account.
6. After payment of the deposit on the supply & fit products, the customer needs to allow access to the property for the certified installer to allow them to take the required measurements for manufacturing.
7. Quotation provided on this voucher platform has been done according to normal open window reveals and surrounds. If any additional structural support are required, the quotation can be altered to allow for this support.
8. After completing manufacturing, a further 40% needs to be paid to release products from the factory, and the last 10% after the installation has been completed.
9. All products manufactured, delivered and/or installed shall remain, in total, the sole property of ViewProtect Security (Pty) Ltd until paid for in full.
10. Easy access to the property needs to be provided by the customer.
11. The customer needs to provide electricity, water, and toilet facilities on site during installation.
12. Security or the required protection needs to be provided by the customer if the installation needs to be performed in an unsafe area.
13. Any obstacle that could delay the installation needs to be removed by the customer before the installation date. Extra costs will be charged if the installers need to remove any obstacles that will hinder them from completing their installation. ViewProtect or the installer shall in no way be liable for any consequential loss, damage, harm or delay to the customer.
14. Extra costs can be charged if any delay caused by the customer relates to longer installation time. These amounts need to be paid in full before handing over of the products. See point 9 above.
15. Any DIY total order amount less than R2 500.00 will have a courier charge of R150.00 (excluding VAT) for delivery in South Africa.
16. All DIY orders needs to be paid in full before shipping.
17. All amounts mentioned in our T's & C's excludes VAT.
18. Only valid vouchers will qualify for this program and will spot-check be performed. Invalid voucher applications deposit can be retained if proven guilty of misuse of the program.
19. These conditions must be read in conjunction with ViewProtect's T's & C's on our website.
20. The client confirms that they have read and understood all the above conditions, and have accepted such.