



Your One Stop Security Shop

Goods Return / Exchange Policy

General Terms & Conditions

- No exchange, credit or refund will be done without the original invoice being supplied.
- All manufacturers standard warranty terms & conditions will apply.
- Regal reserves the right to exchange, credit or repair faulty items returned.
- Regal reserves the right to refuse to exchange, pass a credit or refund on any goods being returned without fair or good reason.
- Goods returned for credit or refund must be in original condition and packaging. No exceptions will be considered.
- Goods returned after 7(Seven) days will be subject to a 10% handling charge.
- Goods returned after 30(Thirty) days will not be accepted back for credit, exchange or refund.
- Specially ordered items (Buy outs) will not be exchanged, credited or refunded.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal will not be held liable for any loss or costs incurred due to the failure of a product once installed.
- Regal will not be liable in any manner for any damages suffered by the customer or third party due to the malfunction of products purchased.
- Regal will not be held liable for any loss, damage or any other claim due to incorrect installation of any product.
- It is the responsibility of the person purchasing the products to ensure that the person doing the installation has adequate technical knowledge on the products being purchased.
- Accessories and consumables are not guaranteed. This includes batteries, glue, cable etc.
- Any damage caused by abuse, misuse, unauthorised modifications, incorrect installation, insect infestation, liquid, lightning, power surges, acts of god or tampering will not be covered by the warranty.
- Transport & freight charges on returned goods will be for the customers account and will not be covered by Regal.

Faulty items returned within 7 days of purchase (D.O.A Dead On Arrival)

- No exchange, credit or refund will be done without the original invoice being supplied.
- Faulty items must be returned in original packaging.
- Any modifications, cut wires or visual damage will invalidate a exchange, credit or refund.
- Any costs incurred by Regal from the supplier in respect to the exchange will be forwarded onto the client.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal reserves the right to exchange, credit, refund or repair faulty items returned.

Faulty items returned after 7 days of purchase

- Faulty items returned after 7 days of purchase will be attended to on a repair return basis, which may include the use of original suppliers and their repair services.
- Original invoices must be supplied with any faulty items in order to validate the warranty.
- Regal reserves the right to repair or replace, with a service exchange unit, any faulty items sent in for repair.
- Regal reserves the right to refuse a warranty claim if the damage is caused by any factors beyond the specifications or performance levels of the product.
- A repair or exchange of a product within the warranty period will not extend the duration of the original warranty period.
- Regal will offer a repair warranty equal to that of the supplier in the event of external repairs.
- Repairs conducted by Regal's repair department will carry a 3 month warranty on that specific repair. Any other faults occurring will be treated as a separate repair.
- Repaired items will not be returned to the client until any incurred payment has been received.
- Repairs not collected in 2 months will be sold to defray costs.
- Regal may charge a handling fee on a unit sent for repair that is found to be "not faulty" or where reports beyond that of the job card are requested.