
90 DAY MONEY BACK GUARANTEE

THIS CERTIFICATE IS PRESENTED TO

CUSTOMER NAME

CUSTOMER NAME

DEVICE MODEL

MODEL

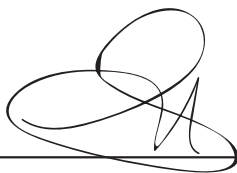
TERMS AND CONDITIONS

This certificate confirms that the recent Oxbow transaction may be cancelled within the first 90 days from installation provided:

- You have experienced ongoing technical failure with the Oxbow equipment which could not be remedied and rectified within 48 hours of reporting the fault to the Oxbow Customer Support Centre.
- The consultant/company has not delivered on the obligations documented in the Sales Proposal within 7 days of reporting this to the Oxbow Customer Support Centre.
- You have received poor customer service which has been reported to the Oxbow Customer Support Centre and has not been rectified within 48 hours or a reasonable time period agreed to by both parties.

PLEASE NOTE:

- The 90-day money back guarantee does not cover deals that include settlement payouts or production equipment.
- The cash refund/cancellation of the rental contract will happen within 30 days of written acceptance by Oxbow Office Equipment (Pty) Ltd, after receipt of written cancellation addressed to the Oxbow Customer Support Centre.
- All communicated should be recorded through the Oxbow Customer Support Centre.
- Visit www.oxbowsa.co.za and navigate to Customer Support.



SIGNATURE

DD/MM/YYYY

DATE

oxbow