

WARRANTY POLICY

For all warranties

Cash Crusaders' retail merchandise is intended and guaranteed for DIY, household and recreational use only. Refunds, exchanges or repairs of any item will only happen if:

- The customer was not aware of the defect at the time of purchase
- A suitably qualified service centre has confirmed that the malfunction is due to a pre-existing condition

Seven-day exchange

The customer may return any faulty out-of-box goods within seven (7) days of purchase to be refunded, replaced or repaired at our cost, provided that they present the original till slip and it is not subjected to exclusions.

The warranty is rendered invalid, if:

- There are any physical alterations
- Safe and proper use instructions were not followed
- The power cord or factory-fitted plug is changed
- Any additional applications, software or viruses are installed or transferred
- Any speakers or amplifiers are paired with inappropriate counterparts
- Any car audio or frontloader equipment is not installed by a qualified VAT-registered installation company
- Any petrol motor for chainsaws, generators, lawnmowers, quad bikes, etc. is not started up in store

This excludes:

- Consumables, such as batteries, bulbs, guitar strings, etc.
- 'Read error' on user-recorded discs

Six-month warranty

All non-electrical new goods carry a six-month warranty. A valid proof of purchase is required for this warranty. This covers factory defects for new goods.

The warranty is rendered invalid, if:

- There are any physical alterations
- Any abuse, negligence or user error
- Lightning, water or infestation damage occurs
- Safe and proper use instructions were not followed
- The power cord or factory-fitted plug is changed

- Any additional applications, software or viruses are installed or transferred
- Any speakers or amplifiers are paired with inappropriate counterparts
- Any car audio or frontloader equipment is not installed by a qualified VAT-registered installation company
- Any petrol motor for chainsaws, generators, lawnmowers, quad bikes, etc. is not started up in store

This warranty excludes:

- Consumables, such as batteries, bulbs, guitar strings, etc.
- 'Read error' on user-recorded discs

12-month warranty

All electrical new goods are covered by a 12-month warranty. This covers factory defects. The customer must present the original till slip. Phones and tablets must come with their original accessories and charger.

The warranty is rendered invalid, if:

- There are any physical alterations
- Any abuse, negligence or user error
- Lightning, water or infestation damage occurs
- Safe and proper use instructions were not followed
- The power cord or factory-fitted plug is changed
- Any additional applications, software or viruses are installed or transferred
- Any speakers or amplifiers are paired with inappropriate counterparts
- Any car audio or frontloader equipment that is not installed by a qualified VAT-registered installation company

This warranty excludes:

- Consumables, such as batteries, bulbs, guitar strings, etc.
- 'Read error' on user-recorded discs