

THE ALTECH NETSTAR RECOVERY SERVICE WARRANTY

“If we don’t get it back – we’ll pay it back”

The launch of Altech Netstar’s new industry-leading Jamming Resist™ tracking device has significantly enhanced our ability to recover vehicles quickly. Our extensive testing has given us such confidence that we are prepared to offer an industry-first Recovery Service Warranty (“RSW”) of R160 000 in the unlikely event of us not recovering your vehicle.

TERMS AND CONDITIONS

1. The Recovery Service Warranty (“RSW”) is not an insurance product, and is not intended to substitute any insurance on the vehicle.
2. The Subscriber must be subscribed to the Altech Netstar Stolen Vehicle Recovery service, and the vehicle installed with Altech Netstar’s Jamming Resist™ Early Warning tracking device (“the tracking device”), on or after 1st September 2015 at the standard retail subscription rate. All other tracking devices are excluded.
3. The tracking device must have been installed by one of Altech Netstar’s mobile technicians, and not by any other installation agent.
4. The vehicle must be used for private use only and the following types of vehicles will be excluded:
 - a. unpowered vehicles such as trailers;
 - b. motor cycles;
 - c. specialised vehicles used for agriculture, construction and mining purposes;
 - d. forklifts;
 - e. vehicles used for any business or commercial purpose;
 - f. vehicles used for any form of public transportation such as minibus taxis; and
 - g. marine craft.
5. A RSW Certificate must have been issued – the Subscriber can access this by registering on <http://customerportal.netstar.co.za>
6. The theft or hijacking must occur within the borders of South Africa.
7. The theft or hijacking must be reported to Altech Netstar’s emergency control centre at telephone number 0800112222 within 6 (six) hours of the incident, or of the vehicle being parked, whichever is the earlier. In the event of the vehicle being parked, the tracking device must have been activated when parked.
8. The Subscriber must report the incident to the South African Police within 48 (forty eight) hours of the incident and provide the SAPS case number to Altech Netstar.
9. All of the Subscriber’s information and emergency contact details must be up to date on the Altech Netstar Customer Portal (<http://customerportal.netstar.co.za>) at the time of the incident. Altech Netstar shall be relieved of its obligations if the Subscriber’s contact details are incorrect and in Altech Netstar’s opinion this contributed materially to the non-recovery of the vehicle.
10. If Altech Netstar contacted the Subscriber or the Subscriber’s nominated contact persons to enquire about an emergency signal, and the Subscriber or any of its nominated contact persons

advised that the vehicle was safe and it in fact had been stolen and subsequently not recovered, Altech Netstar shall be relieved of the RSW.

11. The Subscriber must not be in breach of any term of the Altech Netstar Subscriber Agreement and the Subscriber's account with Altech Netstar must not be in arrears.
12. The Subscriber must test the tracking device at least once per month. The functionality of the tracking device can be viewed by logging onto the customer portal (<http://customerportal.netstar.co.za>). In the event that the tracking device appears to have malfunctioned, the Subscriber must report this to Altech Netstar for an inspection at no charge to the Subscriber.
13. If the Subscriber's vehicle is involved in an accident, the Subscriber must urgently test the tracking device as outlined in (12) as the impact may have damaged it.
14. Where the vehicle is recovered, whether by Altech Netstar or a third party, and irrespective of the condition of the vehicle, the RSW shall not be paid out under any circumstances.
15. The RSW does not apply to any damages to the vehicle, or any possessions taken from the vehicle, whether in a theft or hijacking or not.
16. The Subscriber must fully cooperate with and allow Altech Netstar to investigate the theft or hijacking incident.
17. The RSW shall not be paid out where the Subscriber's insurance company repudiates the Subscriber's claim or a reasonable possibility of fraud exists in relation to the incident.
18. The RSW shall not be applicable to any vehicle which was stolen and recovered previously, unless the Subscriber has the tracking device inspected and certified in order by Altech Netstar after such incident. A fee of R495.00 (four hundred and ninety five rand) inclusive of VAT will be charged for this inspection. Altech Netstar may adjust this fee from time to time.
19. The RSW amount will be limited to the lesser of R160 000 (one hundred and sixty thousand rand) or the adjusted market value of the vehicle as published in the TransUnion Auto Dealers Guide or any other accepted authority on vehicle values at the time of the loss. This amount includes VAT.
20. The market value of the vehicle is defined as the midpoint between the dealer price and the retail price of the vehicle, along with any adjustments detailed in the TransUnion Auto Dealers Guide.
21. The amount will be paid within 60 (sixty) days of the Subscriber providing Altech Netstar with the documentation it requires to process the claim. This documentation shall include but not be limited to: the SAPS case number; confirmation from the Subscriber's insurer that the insured vehicle value has been paid to the Subscriber; if the vehicle was not insured, an affidavit commissioned by the SAPS confirming that the vehicle was uninsured; vehicle ownership documentation; and any other supporting documentation and information that Altech Netstar may reasonably require to process the RSW.
22. Where the vehicle is recovered by Altech Netstar or any third party after the RSW has been paid out, the Subscriber must inform Altech Netstar of the recovery within 10 (ten) days from the date of the recovery and pay back the amount received to Altech Netstar within 15 (fifteen) days of the recovery.

23. In the event of the Subscriber being insured through an Insurance Company or Broker, with whom Altech Netstar has an arrangement to pay the RSW directly to that Insurance Company or Broker, then Altech Netstar shall be relieved of its obligation to pay the RSW directly to the Subscriber.
24. The RSW shall be valid for 3 (three) years from date of installation of the tracking device, and after this period it can be renewed by the Subscriber for an inspection fee of R495.00 (four hundred and ninety five rand) inclusive of VAT for a further 3 (three) years. Altech Netstar may adjust this fee from time to time.
25. In the event of a conflict between the RSW terms and conditions contained herein and the Altech Netstar Subscriber Agreement, the RSW terms shall take precedence.