



Ellies Warranty Agreement Warranty for surge induced product damage

R30 000
warranty
Surge Protection
repair or replace
TERMS AND CONDITIONS APPLY



Ellies brand is a Registered Trademark owned by SMD.

The Ellies Surge Secure range of products carries a one year manufacturer's warranty from date of purchase, against defective materials and workmanship, and a two year claim warranty from date of purchase, against damage caused by an electrical surge to the equipment that has been used correctly with the Surge Secure product/s. These products are not designed to withstand a direct lightning strike or loss of neutral, in which case would render this warranty null and void. The Surge Secure Plug is excluded from the claim warranty.

The following conditions are applicable to the Surge Secure range:

1. This Surge Secure is for domestic use only, do not use with any other appliance including heavy duty tools or equipment. Any warranty will only apply if the Surge Secure product/s shows signs of damage from the effects of a power surge whilst performing within its designed capabilities.
2. As a result of an electrical power surge, only the equipment listed (on reverse of this page) will be covered. Therefore identification details such as a serial number of the appliance is essential.
3. The Surge Secure range must be plugged directly into a properly grounded (earthed) 3-wire AC 16 Amp outlet not exceeding 250 Volt supply. The property in which the Surge Secure product/s are being used are to be electrically compliant.
4. This warranty will only cover loss and damage occurring as a result of an electrical mains induced surge and not spontaneous component failure, or other failure/s not related to electrical surge damage, while using the Surge Secure product.
5. This warranty is secondary to any existing manufacturer's warranty, implied or expressed, or any service contract in existence at the time of the loss.
6. The manufacturer or authorised agent will inspect the damaged equipment. A report and quotation will be sent to Ellies, who, at its discretion, may request to inspect the damaged equipment and Surge Secure product, prior to any claims/repairs being authorised.
7. **This warranty will not include any of the following:**
Service charges or service calls.
Routine maintenance.
Installation / Re-installation costs / Set up costs.
Shipping and transport costs.
Any loss and damage by Fire, Theft, Flood, Abuse or Misuse, or any accident.
Any claims for indirect or consequential damage, under no circumstances shall Ellies liability extend beyond the repair or replacement of the affected equipment itself, subject to the limitations referred to here-in.
8. Once Ellies has determined if there is a valid claim for compensation, Ellies will, at its sole discretion, either pay for the repair costs, or compensation. In either case no claim may exceed R30 000.00 (Thirty Thousand Rand) per product warranty.
9. This Ellies warranty is only valid for Surge Secure products if they are used in South Africa.
10. In the event of a dispute requiring legal proceedings, the claimant accepts the jurisdiction of the Johannesburg Magistrate Court.
11. The sellers of Ellies Surge Secure products cannot be held liable nor responsible for any warranty claims. No expressions or actions by them shall be binding upon Ellies whatsoever.
12. If any other warranty, either expressed or implied and any changes to the warranty or agreement made in respect of a warranty claim unless in writing and signed by an authorised Ellies employee, shall be invalid.

13. No extension cords, multi-plugs or adaptors may be used in conjunction with any Surge Secure products, as well as off-grid power generating hardware such as generators and inverters as this will alter the proper functionality and will thus render this warranty null and void, (Surge Secure plug must be plugged directly into a wall socket and the appliance must be plugged directly into the Surge Secure plug socket).
14. If the Surge Secure product/s have been tampered with in any way, this warranty shall be deemed invalid.
15. **This product carries a two year claim warranty from date of purchase, based on submission and validation of warranty.**
16. **This warranty form must be completed in FULL, scanned and together with a scan or photo of the proof of purchase (entire till slip) and emailed to: customersupport@ellies.co.za**
Or scan the QR code below to get to the Ellies warranties page.
<https://ellies.co.za/warranties/>



Please remember to submit your completed warranty form within 14 days from the purchase date.
Remember to attach a copy of the proof of purchase.

17. Please keep all documents in a safe place as, in the event of a claim, original proof of purchase documents will be required.
18. **IMPORTANT!** Failure to comply with any of the above conditions will render any claims null and void. Should you have any doubt regarding this warranty, please do not hesitate to contact an Ellies agent by calling Tel: +27 11 608 3633, or via email: customersupport@ellies.co.za

CLAIMS PROCEDURE:

1. Claims must be lodged within 7 days of the warranty event.
2. In the event of a claim, register either online at Volkano.com (the 'SWITCHED' tab and then the 'submit claim') or email to returns@smdtechnologies.co.za.
3. Complete the online claims questionnaire or the Claims Nomination Form (found at the end of this document) to be email to returns@smdtechnologies.co.za.
4. The claim must be submitted with the following documents:
 - 4.1. the completed warranty form;
 - 4.2. the proof of purchase for the ELLIES HSAP;
 - 4.3. a photo of the ELLIES HSAP product/s;
 - 4.4. the proof of purchase of the appliance;
 - 4.5. a photo of the appliance;
5. The customer is to obtain an inspection report and quotation for the repair of the damaged appliance from the manufacturer or its authorized agent.
6. The inspection report and quotation must be sent to SMD Technologies (Pty) Ltd ("SMD"), who at its discretion may request to perform its own inspection of the damaged appliance/s and ELLIES HSAP product, prior to any claims and/or repairs being authorized. In this event the damaged appliance and the ELLIES HSAP product must be delivered to SMD's returns department or a nominated site for inspection. The customer will be responsible for arranging for collection and delivery and will remain liable for the costs associated therewith.
7. SMD will conduct an inspection to determine the cause of the damage and the course of action and will inform you of the conclusion within 20 working days of receipt of the appliances at its nominated address.
8. After inspection, SMD will either repair or replace, in its sole discretion, the appliance up to a maximum of R30 000.00 per claim.

CEH17092024R175M0



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TERMS AND CONDITIONS APPLY



Important: Your warranty will only be registered if the below is filled in correctly and legibly, any conditions which are not met will deem your warranty null and void.

Check list: Please include/attach the following documents and take note of instructions.

1. Fully completed warranty form (Please refer to the warranty agreement Terms and Conditions overleaf).
2. Purchase receipt or invoice for your Ellies Surge Protector.
3. All electrical circuits where the Surge Protector will be used are fully compliant.
4. This warranty is valid only in South Africa.

Code:	Product Description:	Barcode Number:	Product Purchased: ✓
FBWP	Surge Secure Power Protector Plug (Warranty covers max. 1 product only)	6002844032128	
FBWPPE	Surge Secure Power Protector (Warranty covers max. 2 products only)	6002844058098	
FBWPP2	Surge Secure Dual Euro Socket Power Protector (Warranty covers max. 2 products only)	6002844068257	
FBWP4U	4 Way Surge Secure Power Protector with 2 X USB Sockets (Warranty covers max. 4 products only)	6002844073688	
FBWPX4/3	4 Way Surge Secure Power Protector with 3m Cord (Warranty covers max. 4 products only)	6002844069285	
FBWPX4/5	4 Way Surge Secure Power Protector with 5m Cord (Warranty covers max. 4 products only)	6002844069292	
FBWP3	8 Way Surge Secure Power Protector (Warranty covers max. 8 products only)	6002844032135	
FBWP5	12 Way Surge Secure Power Protector (Warranty covers max. 12 products only)	6002844032142	

Please list all appliances below that will be used with the above Ellies product (Refer to clause 2 of the Warranty Agreement).

Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____
Brand & Model: _____	Serial Number: _____

Please ensure that all electrical circuits are fully compliant

Total estimated rand value of equipment listed: R _____

Your Details:-

Title: _____ First Name: _____

Surname: _____ I.D. No: _____

Street Address where the Surge Secure product will be used: _____

Postal Address: _____

Email Address: _____

Tel (W): _____ Tel (H): _____ Tel (Cell): _____

Preferred method of contact: Tel. SMS Email

ATTACH COPIES OF YOUR ELLIES PRODUCT PURCHASE RECEIPT OR INVOICE. PLEASE REFER TO THE WARRANTY AGREEMENT TERMS AND CONDITIONS ON THE REVERSE SIDE. PLEASE RETAIN ORIGINALS FOR FUTURE CLAIM REFERENCE.

By my signature I hereby declare that I have read and understood all the terms and conditions (overleaf) numbered 1 through 18 and I accept all such terms and conditions.

Signed at: _____ this: _____ Day of: _____ 20 _____

(Signature): _____ (Name in full): _____

As witnessed by (Signature) _____ (Name in full) _____

PTO for terms and conditions.