

Customer Terms & Monitoring Risk Notice

Key information to read before accepting a SMART quotation.

Sensor Monitoring and Remote Technologies (Pty) Ltd (trading as SMART) supplies remote-monitoring equipment and services. These short-form terms apply where your quotation expressly refers to this notice, subject to the quoted scope and applicable law.

01 ORDERS & PAYMENT

Prices and deliverables are those in your quote. Unless credit is approved in writing, payment is due before dispatch or setup. Non-stock hardware usually takes around 2–4 weeks.

02 MONITORING SUBSCRIPTIONS

Where quoted, monitoring and cellular plans are normally billed annually in advance. Renewal, data allowances and cancellation depend on the agreed plan and mandatory consumer rights.

03 SETUP & CUSTOMER CHECKS

Installation is customer-managed unless quoted otherwise. Before relying on the system, check sensors, set points, connectivity, alert recipients and the escalation route.

04 SUPPORT & WARRANTY

Staffed support: Monday–Friday, 08:00–17:00 (excluding public holidays). Automated alerts are not 24/7 staffed surveillance. Manufacturer warranties and statutory rights still apply.

IMPORTANT | MONITORING & SAFETY RISKS

Sensors, gateways, power, mobile networks, cloud software and SMS/email/WhatsApp notifications can fail, be delayed or give inaccurate readings. An alarm being set up does not guarantee that it will be received, read or acted on. This can cause stock spoilage (including medicines and vaccines), property damage, business interruption or safety risks.

Customers must maintain independent checks, appropriate backup alarms, power and connectivity, up-to-date emergency contacts, a workable response plan and suitable insurance.

IMPORTANT | LIABILITY LIMITS & CUSTOMER INDEMNITY

To the extent permitted by law, SMART excludes specified losses, including monitored stock damage, lost income and business interruption. For covered claims, SMART's aggregate liability is capped at the amount paid for affected hardware plus fees paid for the affected monitoring services during the 12 months before the event. The customer indemnifies SMART against certain third-party claims caused by the customer's negligence, misuse or failure to maintain safeguards, but not to the extent caused by SMART's own fault.

Nothing removes statutory consumer rights or liability that South African law does not allow to be excluded or limited, including applicable product-liability rights.

BEFORE YOU ACCEPT YOUR QUOTATION

Please review these disclosures before accepting a quote that references them. The detailed SMART Customer & Service Level Agreement V2.0 (Direct Customer) is available from SMART before acceptance and applies when separately supplied and accepted. For hospitals, pharmacies, cold-chain and other critical sites, the additional signed Risk Acknowledgement (Schedule A) is required before live activation.