



WARRANTY TERMS AND CONDITIONS FOR ARMoured VEHICLE INSTALLATIONS AND CONVERSIONS

Warranty Statement

SVI, subject to the conditions and limitations set forth below, warrants to the buyer ("Buyer") of the armoured vehicle installation and conversions (the "Product"), and to no other person or entity, that for a period of one (1) year from the date of the invoice, 50 000 km on-road or 20 000 km off-road or whichever comes first, the Product will be free from manufacturing defects (the "Warranty"). In the case that there is a manufacturing defect covered by this warranty the Buyer shall follow the claims procedure set by SVI. The Buyer's sole and exclusive remedy and SVI's sole obligation shall be limited to SVI's option of replacing or repairing the defective Product or to provide a refund of the original purchase price paid by the Buyer. If SVI decides to replace the defective Product, the replacement Product shall be sent and delivered under the previously agreed to commercial conditions.

Terms & Conditions

1. The warranty will not cover glass defects caused by improper storage, cleaning, and/or installation, use of sealants, adhesives, reflective films, or other materials not compatible with the Product; and/or handling contrary to the conditions set in the Manual Bullet Resistant Glass Care & Handling Instructions Prior to Installation delivered with the Products, and which Buyer as from this moment acknowledges to understand and accept;
2. The warranty will not cover scratches, scrapes, or streaks, among other handling defects, which occurred after Product delivery;
3. The warranty will not cover defects due to product maintenance, repair, inspection, or alteration by non-qualified persons or entities and/or due to product modification;
4. The warranty will not cover product defects or flaws resulting from failure to follow the instructions/precautions set in the Manual Bullet Resistant Glass Care & Handling Instructions Prior to Installation.
5. The warranty will not cover glass performance failures or defects derived from exposure to: (i) temperatures below 0° C or above 40° C; or (ii) corrosive agents.
6. The warranty will not cover glass breakage caused by reasons other than manufacturing and/or reported three (3) months from the invoicing date.
7. The warranty will not cover delamination except when it (i) becomes evident prior to Product installation; or (ii) affects the visibility to drive the vehicle.
8. As a result of the foregoing, delamination around the glass edge shall be accepted provided and to the extent that the vehicle may be normally driven and operated. Likewise, product edge delamination shall not be considered as a manufacturing defect.
9. The application of the conditions and instructions set in the Manual Bullet Resistant Glass Care & Handling Instructions Prior to Installation is essential for the proper ballistic performance of the Product. SVI reserves its right to reject claims for defects reported after installing the Product where such defects do not impair visibility and/or functionality.
10. Due to extensive customisation of vehicles, the general OEM warranty no longer applies. Warranty covers repair only to non-friction parts of the driveline and under circumstance of normal usage. Suspension warranty is for the first 2 000 km only.
11. Warranty void if vehicle is not serviced according to the OEM schedule.
12. Fuel quality related issues are excluded from warranty.



13. It must be noted that bolts, fasteners and hinges should be checked, tightened or oiled as appropriate with each service.
14. Once the vehicle has passed inspection and been signed off all replacement glass is for the customer account.
15. In some cases, handling characteristics of the vehicle may require special attention with regard to driver training.
16. It is a condition of the warranty that all necessary repairs are carried out by an authorized workshop.

Limitation of Liability

SVI and its material suppliers submits its Products for testing by industry leading testing facilities for acceptance to the most widely recognized international standards, which validates the capabilities of SVI's Products.

However, SVI shall not in any manner be liable to the Buyer and/or third parties for any material and/or personal consequences resulting from acts engaged in by third parties. Nor will SVI be liable in cases resulting from a random and/or unexpected act and/or acts of nature or that might constitute an Act of God.

SVI Products are designed and qualified to protect only according to test and material certificates supplied and no additional protection or performance shall be implied

Buyer agrees that the armour coverage is expected to be a minimum of 90% and that certain ballistic holes may exist. These areas are defined as structural weak area's that is not covered or protected by armour. A Structural weak area analysis is available upon request prior to the delivery of the vehicle. SVI shall not assume any liability when damages are caused in the Structural weak area's

Moreover, SVI shall not assume any liability when damages caused to Buyer and/or third parties are consequences of the victim's actions alone.

SVI shall not be liable for any costs related to defective Product removal or replacement, or new Product installation, including but not limited to, manpower, technicians' and/or Product transfer; supplies or raw materials, lost profits, commercial name use, lost business, etc.

In any case, SVI's maximum liability to Buyer shall be equal to the aggregate price paid by Buyer for the Products. Furthermore,

- (i) SVI shall not be liable for any failure that occurs under conditions different from those included in the stated ballistic standard and/or Product characteristics;
- (ii) SVI does not and will not warrant the ballistic performance if the Buyer has requested SVI to manufacture a product to a specification other than one of the international standards that SVI or its material suppliers are certified to manufacture.;
- (iii) SVI will be released from any liability due to the ballistic performance of the Product once the warranty term is elapsed. SVI guarantees that the raw materials used in its Products comply with high-quality standards and that they are regularly tested so as to ensure their ballistic performance in accordance with international standards; notwithstanding the foregoing, SVI shall not become liable for the consequences derived from failures that result from the manufacturing process of such raw materials. In order to meet the operational and



availability needs regarding raw materials, SVI reserves its right to stop and amend the Product composition without providing prior notice to Buyer. This Warranty shall become invalid if the Product is in any manner altered without SVI's written consent.

Despite meeting the highest standards of production, products protection may be affected by the conditions of raw materials, the ammunition used on the product or by the variability in the production process.

Buyer agrees that SVI shall in no event become liable for third-party claims made for an eventual patent infringement. In this sense, Buyer waives its right to demand or claim any compensation for damages, redress, whichever its nature may be, or recovery from SVI if there is any damage or loss by reason or as a result of an action for patent infringement filed against the Buyer.

General

This Warranty replaces and supersedes all other warranty, whether written or not, as well as any liability or obligation undertaken by SVI. SVI shall in no case be liable for implied warranties of merchantability or fitness for a particular purpose, or for consequential, indirect, remote, incidental or punitive damages, whichever their nature may be, including but not limited to any damages resulting for contract breach or lost profits or lost business opportunities or reputation damage, or damage to the vehicles, their content, or any person therein.

Any amendment to the terms and conditions of this Warranty shall be made in writing, signed by SVI's authorized representatives.

HOW TO FILE A CLAIM?

For the purposes of a claim being submitted, the Product must be paid in full. Claims shall be filed directly by the Buyer as stated in the invoice. SVI may (i) request Buyer to send a sample of the defective Product for analysis; or (ii) appoint an officer to visit the Buyer's facilities and determine the cause of the Product damage. Where replacement applies, SVI, at its sole discretion, shall decide the destination of the Product to be replaced. Buyer may not in any manner use or dispose the Product to be replaced. Any claim to enforce this Warranty shall conform to the terms and conditions contained herein; otherwise, SVI, at its sole discretion, may accept or reject such claim.