



Dear Valued Customer

EGATE BUY BACK GUARANTEE

EGate (Pty) Ltd (“EGate”) hereby confirms that it will refund all new clients in cash, for the equipment purchased from and installations done by EGate, for the first years after installation, subject to the following:

1. That continuous Unsatisfactory Voice and Data service be experienced by the Client, caused by the conduct of EGate, and is to be verified jointly by both yourself and EGate Technical management.
2. That EGate be afforded sufficient opportunity to rectify the fault (where applicable).
3. That the equipment be in a working condition and is free from damages.
4. A 10% handling fee will be charged by EGate on the returned equipment.
5. The Buy back Guarantee is valid only for 6 (six) months as from date of installation.

We trust you find the above in order.

Lourens van der Merwe
Executive Director
EGate Pty Ltd
Tel: 053 723 2064
